Travelport Rapid Reprice™

Rapid Reprice Galileo User Guide

V3.01

It is necessary that any changes to the document are recorded in the table below; this will affect its Controlled version number. Update the version control number at the bottom of this page and in the footers of each section.

Changes made by:	Date changed	Version Cntrl #	Summary of Changes – new or altered pictures, additional content, state module & page number(s)
Jeannie O'Donovan Formatted by Keith Reynolds	15 September 2013	2.11	
Andreas D'Amico	05 September 2013	2.12	Update to Installation, Silent Installation and Out Of Scope
Andreas D'Amico	26 November 2013	2.13	Update to Automated logging (p.145) and System Requirements (p.146)
Jeannie O'Donovan	02 January 2014	2.14	Advisory on Termination of EMD-Ss within Rapid Reprice Lead example updated and also Example 6 with the new format.
Jeannie O'Donovan Formatted by Keith Reynolds	17 March 2014 24 March 2014	3.00	Update to screen shots and new EMD and Credit card information
Andreas D'Amico	19 May 2014	3.01	Added examples 12 and 12B
Thierry Orville	17 November 2014	3.02	Update to In Scope / Out of Scope/ Validate the etkt

Version control 3.01

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Overview

This document provides a complete overview and user guide for Travelport Rapid Reprice on Galileo.

A Desktop Add-on must be installed on the agency desktop. The functionality is available for agency users who have installed Galileo Desktop 2.05 and above, Focalpoint 3.5 and Smartpoint v2.2 and above.

Travelport Rapid Reprice functionality is dependent upon airlines filing ATPCO Category 31 'voluntary changes' data. Travelport Product Management and Airline Account Managers continue to work with airlines on a global basis to ensure content in Travelport Rapid Reprice continues to increase to ensure as complete participation and usability as possible.

Travelport GDS is also able to process SITA Category 31 'voluntary changes' data. The ability to process this data ensures that all airlines have the ability to participate in Travelport Rapid Reprice.

Travelport Rapid Reprice will automatically calculate the new price for the 'voluntary' (passenger requested) change of an Electronic Ticket on a Travelport Rapid Reprice participating carrier. Travelport Rapid Reprice uses historical data, current fares, and rules to re-price a revised itinerary. It will display results, including any additional collection, refunds and change or penalty fee amounts, to assist you to complete the exchange process through the application.

The number of carriers who have agreed to file Category 31 data and therefore are participants in the Travelport Rapid Reprice Product continues to increase. Please refer to your Account Manager or ASK Travelport Answer ID 16438 for the latest list of airline participants. The list is also available on the Travelport Rapid Reprice tool.

Travelport Rapid Reprice is able to process reissue transactions for multiple carrier itineraries and for itineraries where a marketing code share is on the itinerary, e.g. KL operated aircraft with an AF flight number.

The application will automatically reprice and exchange the ticket in order for it to be ready for reissuance. The automated process will finish by offering to ticket or to save the reissue data and close the application.

Installation Process

The latest version of Travelport Rapid Reprice is available on the customer portal or through your Travelport account manager.

Rapid Reprice is available as:

1. Galileo Desktop 2.05 and above:
    a. Focalpoint: as a Companion option
    b. Viewpoint: as an Issue Docs option
2. Smartpoint 2.4 and above: as a Tools option or using command #RR

Silent Installation of Rapid Reprice

Silent installation functionality is added in executable (.exe) installer, so that users who require this type of install can do so by using the following instructions:

- Copy the install, Travelport Rapid Reprice_Installer-1G_x.x.x.x.exe to the local machine
- Ensure Galileo Desktop 2.05 or higher is loaded and Galileo Desktop is not currently running
- Open a command window (Windows +R) and navigate to where you copied the above install to
- Run this: "Travelport Rapid Reprice_Installer-1G_x.x.x.x.exe" /s /a /s

Note: The only difference between EXE and MSI installer is that, EXE installer will also provide the silent installation facility.

Please note the following when installing Rapid Reprice

a. If Smartpoint is not installed and old Rapid Reprice is installed: new Rapid Reprice.msi will upgrade previous version of Rapid Reprice on Focalpoint and Viewpoint.

b. If Smartpoint is not installed and old Rapid Reprice is not installed: new Rapid Reprice msi will install new Rapid Reprice on Focalpoint and Viewpoint.

c. If Smartpoint is installed and old Rapid Reprice is installed: new Rapid Reprice msi will install new Rapid Reprice on Smartpoint and upgrade to new Rapid Reprice on Focalpoint and Viewpoint.

d. If Smartpoint is installed and old Rapid Reprice is not installed: new Rapid Reprice msi will install new Rapid Reprice on Smartpoint, Focalpoint and Viewpoint.

e. If new Rapid Reprice is installed on Focalpoint and Viewpoint, and Smartpoint is being installed at a later stage, Smartpoint will detect new Rapid Reprice and install the Tools item.

Points to note:

- Ensure Galileo Desktop is not running on your PC
- Download the installation file onto your local PC
- Open the file “save” and then and “Run”

In Smartpoint, you will access Travelport Rapid Reprice from the tools menu or by making the entry **#RR** in the Smartpoint screen.

In / Out of Scope for Reprice Transactions for Rapid Reprice

In Scope (Features Supported)

New : *Multiple reissues*

With this enhancement,RapidReprice will support Reissue of Reissue when ***all*** previous reissues including the first one were re-priced with all current fares or all historical fares ***and*** processed with Issue Now Option after installing version 3.1.0.7

Other features

- Automated reissue processing when a customer makes a voluntary change to their itinerary
- Airline public and private fares (cat 15/25/35) distributed by ATPCO and SITA
- 13 month historical database of public and private fares and rules, BSRs and ROEs
- Utilizes pricing construction necessary for ticket reissue/refund transactions using same/current/historical fares and rules data
- Applies to electronic tickets issued in the host system
- Conjunction tickets
- Tour tickets (IT) and bulk tickets (BT) as long as the ETKT is associated to the active booking file
- Applies to Galileo agency users who use BSP reporting Booking Files that have been created on the Galileo system
- Applies to tickets that are issued on participating carriers whose rules apply to the entire itinerary
- Processes single and multiple carrier (interline and code share) itineraries
- Applies to wholly unused and partially used tickets
- Tickets with up to 4 PTC (Passenger Type Codes)
- Booking Files with infants
- Booking Files with unaccompanied minors
- Tickets with up to 9 passengers
- Multi-passenger reissue in the same transaction - same PTC or different PTC
- Tickets with up to 16 air segments
- Option to provide re-pricing results based on class of service booked, lowest applicable replacement fare or non-penalty replacement fares
- Change fee collection as Tax, EMD-S or Other, e.g. outside the application
- Exclude Economy Unbundled fares
- Currency override
- Full breakdown of results for all passengers or for each passenger

- Tax Breakdown for old and new ticket
- Processes multi-currency transactions for all points of sale as long as the exchange is processed by the original ticketing agency, the currency code of the base fare is the same on both tickets or the EQV currency is the same on each ticket
- Automated rebook
- Optional ticket modifiers update
- Waivers (filed by the airline via Travelport's waiver table)
- Open segments
- Segment select
- Airlines' no-show policies
- Tickets with ticket designators and account codes
- Application of taxes to the change fee if applicable
- Option to allow for percentage off
- Option to allow for flat rate off
- Option to allow for plus up
- FCPI codes G/A/P
- EMD-S creation for Penalty Fees and Refundable Balances
- In-voluntary changes for airlines subscribing to the waiver table or Altea eTicket Synchronizer

Out-of-Scope (Features NOT Supported)

Functionality *not* supported by Travelport Rapid Reprice, includes:

- Automated reissue processing when an involuntary change is made to an itinerary
- Tickets issued on non-participating carriers
- Net remit tickets
- G/ group Booking Files
- Waitlisted Segments
- Rapid Reprice processes private fares excluding private fares filed in ATPCO that have been marked up via APF or Net Fare manager or private fares loaded directly in APF
- Round the world fares
- Any previous reissue priced with a combination of current and historical fares
- Any previous reissue not processed with version 3.1.0.7 or above

Validate the ETKT

Travelport Rapid Reprice Exchange processing requires that a valid ETKT exists. The ETKT must be retrievable from the agency desktop.

The ETKT must have a status of:

- OPEN
- ARPT
- UNVL

The ETKT may have been reissued previously but with Option Now and from versions 3.1.0.7.

To allow subsequent reissues, each Reissue must be done with the Issue now Option

Flight coupons can only be honored in sequence, and therefore you must perform Travelport Rapid Reprice on a ticket that has an OPEN/ARPT coupon following a USED coupon.

The ETKT can either be:

- Associated to the currently retrieved Booking File (where the itinerary will be changed and the new flights booked)
- Not associated to the currently retrieved Booking File (where a totally new itinerary will be booked on a new Booking File)
- In bookings with more than one active E-ticket open up Travelport Rapid Reprice and Select/De-select the relevant E-ticket number

Launching Travelport Rapid Reprice

Retrieve the booking.

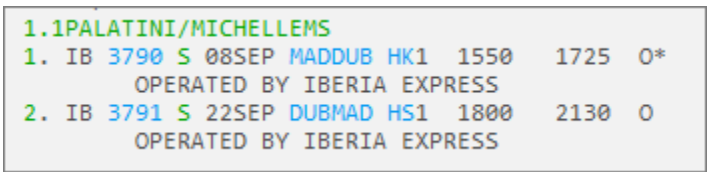
Make the desired changes to the itinerary. Cancel the segments that are no longer desired and book the desired flights without ending transaction. By doing this, you do not need to 'de-select' segments on the Travelport Rapid Reprice Exchange screen.

This will facilitate the internal cancel and rebook process if the reissue results are accepted as the cancel and rebook will be automated. Some carriers also require the cancel/rebook to always take place in the same message.

If the reissue results are not accepted, you can ignore and the original Booking File is not changed.

Go to Tools – Travelport Rapid Reprice or **#RR** in Smartpoint.

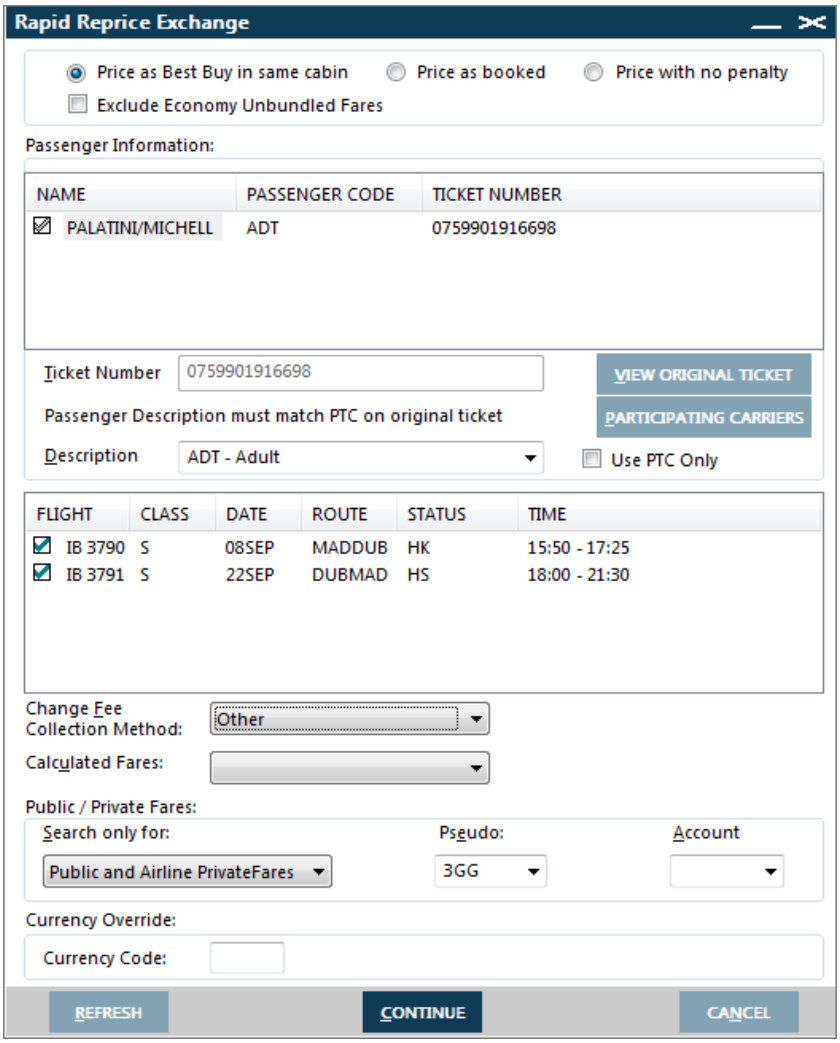
New Itinerary:



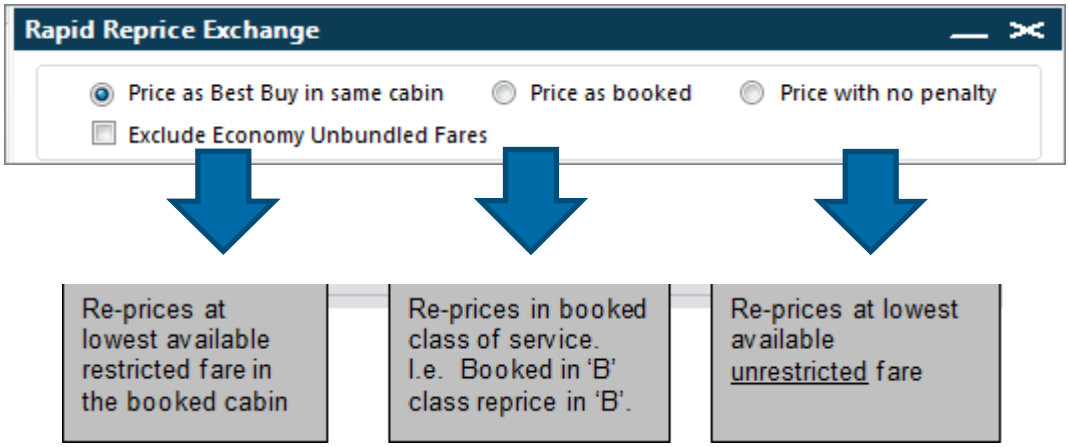
Original E ticket Record:

```
TKT: 075 9901 916698     NAME: PALATINI/MICHELLEMS

ISSUED: 03MAR14          FOP:CHEQUE
PSEUDO: 03GG  PLATING CARRIER: IB  ISO: IE  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN IB 3790  S  08SEP MADDUB  1550 OK SH1EI2              1
                                          NVB08SEP NVA08SEP
   OPEN IB 3791  S  01OCT DUBMAD  1800 OK SL1EI2              2
                                          NVB01OCT NVA01OCT

FARE EUR  200.00 TAX  12.81 UP TAX  16.42 JD TAX  48.36 XT
TOTAL EUR  277.59
   22 NOEND/CHGS RESTRICT/NON REF/RESTRICTIONS APPLY

MAD IB DUB 151.66 IB MAD 121.60 NUC273.26END ROE0.7
31857 XT 0.58OG3.78QV44.00YQ
RLOC 1G 4F23GG    1A YHPEQ9
```

To initiate Rapid Reprice enter #RR in Travelport Smartpoint or select from the tools dropdown menu.

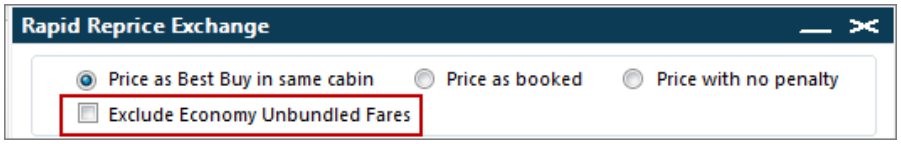


Select the Pricing Method



Four options are available for pricing. The selection is made with the use of a radio button.

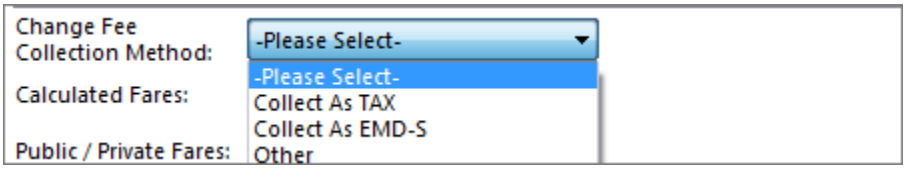
- 'Price as Best Buy in same cabin' (lowest available restricted fare). This option is the default. The reprice response will include any rebook information and segments will automatically be rebooked when proceeding.
- 'Price as booked' (booked class of service). This option will quote the reprice exactly as the itinerary is booked. There must be a valid fare for the booking codes.
- 'Price with no penalty' (lowest available unrestricted fare). The reprice will be calculated at the lowest unrestricted fare for the booked itinerary. The reprice response will indicate if flight segments need to be rebooked in a different booking code.



- Economy Unbundled Fares are very restrictive fares that customers may not want to purchase. This enables you to exclude those fares in a Rapid Reprice exchange transaction. It cannot be used with the "Price with no Penalty" option. When this radio button is used, the "Exclude Economy Unbundled Fares" tick box will be greyed out

Note: The pricing method is always displayed in the status bar at the bottom of the Travelport Rapid Reprice first screen.

Change Fee



- Tax - Once this is selected, it is mandatory to add the tax code used by the airline.
- EMD-S - It is the user's responsibility to verify that that the carrier is EMD ready for change fees. This can be verified in ASK Answer 43782. If the change fee is to be collected as an EMD-S, the user must select "Issue Now" when the option for ticketing appears. This is because the EMD-S is associated to the new ticket number and can therefore only be issued in conjunction with the new ticket.
- Other – This option is selected when another method, other than TAX or EMD-S, will be used to collect the fee. This option is also used when a change fee is to be added manually by the agent to the new stored fare as a Q surcharge. When "Other" is selected, the Change Fee will only be displayed on the response screen. The Change Fee will not be processed by the application.

Note: Each airline has strict rules regarding collection of change fees. Please check with the airline how they wish the change fee to be collected.

If selecting EMD-S you **must** check if the airline is set up to process EMD-S before proceeding with Rapid Reprice.

Selecting Segments

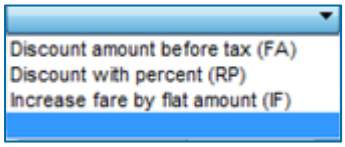
FLIGHT	CLASS	DATE	ROUTE	STATUS	TIME
☑ IB 3790	S	08SEP	MADDUB	HK	15:50 - 17:25
☑ IB 3791	S	22SEP	DUBMAD	HS	18:00 - 21:30

Each segment will have a green tick. You must untick any segments which are not to be used in the new itinerary.

Selection/de-selection is required when there is a partially flown itinerary and the flown segments are still on the face of the Booking File, or when there are multiple filed fares/tickets in the Booking File, or new segments have been added while the old segments have not yet been deleted.

Calculated Fare

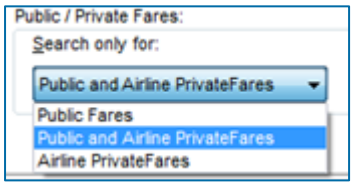
If your agency has some special airline calculated fares there are three options to choose from:



- Discount fare amount before tax (FA)
- Discount fare with percent (RP)
- Increase fares by flat amount (IF)

The default is blank.

Private Fares



You can choose from options on the drop-down menu.

- Public and Airline Private Fares
- Public Fares
- Airline Private Fares

You have the option to add an account code and also change the PCC. The default PCC is the PCC loaded in the PFAR field in your Agency Authority Table (AAT). Please refer to ASK Travelport 44744 for an explanation of the fare selection process when using these options.

In order to access all private fares available to the user's organization, the user may have to change the PCC to the head office PCC in the 'Pseudo' field, as an airline normally distributes to the head office PCC.

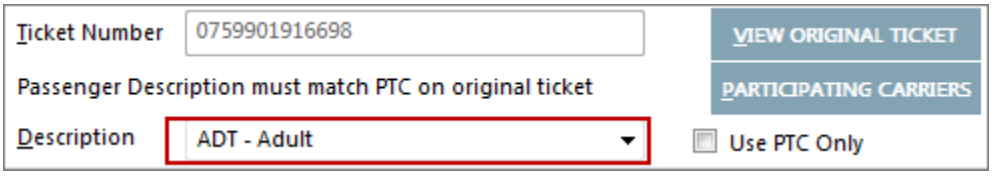
Private Fares will be processed as long as they are airline private fares, filed with ATPCO by participating carriers, and include Cat 31 data.

Agency Private Fares created by the APF/NFM product will not be processed by Rapid Reprice. NFM/ APF fares that are based on an airline public or private fare will not be processed except in the rare occasion where they are exactly the same as the airline fare in all aspects, including the amount (no mark up to a selling level).

Passenger Type Code (PTC) Option

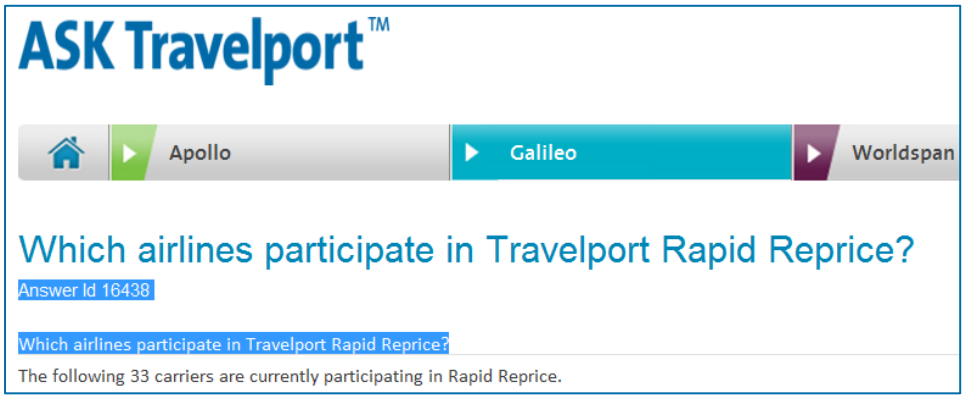
Currently, when a lower fare is available for a specific PTC being presented for re-pricing, the system currently will return that lower fare. In some cases, it may be preferable to reprice the itinerary at the fare associated with the PTC for the passenger.

This enhancement will provide an option for the Travelport Rapid Reprice user to force the system to return the PTC fare for the PTC used even if that fare is not the lowest fare for the passenger.



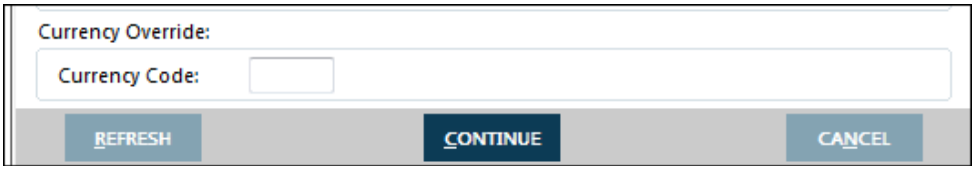
Participating Carriers

The user can access the link to display a list of all participating airlines in Travelport Rapid Reprice. By selecting this option the user is directed to the most recent list in ASK Travelport.



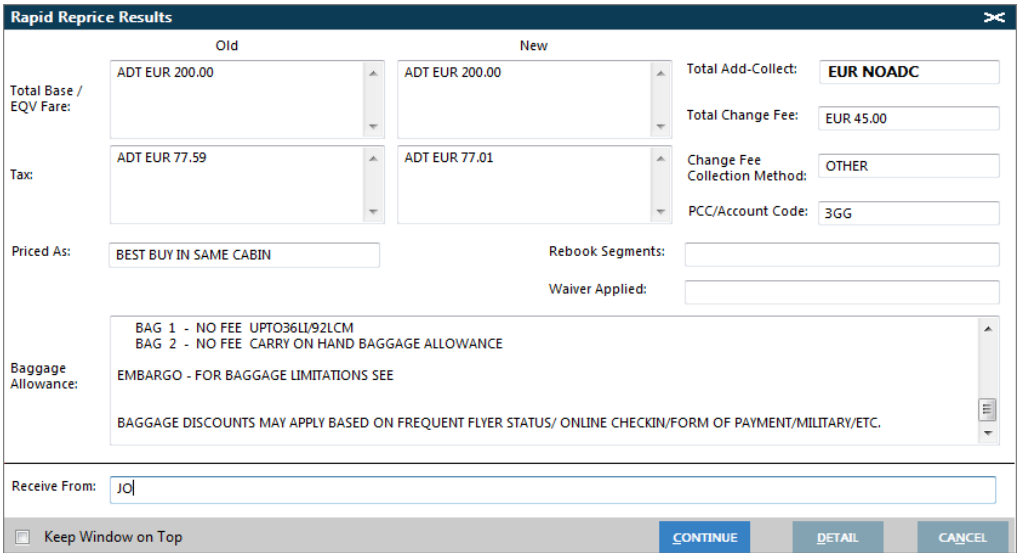
Currency Override

This is an option currently only available to the Romanian Market.



Click on Continue. The desktop application will collect the original issue data for each passenger from the ETRs and the new itinerary data. The reprice request is then sent to the Travelport Rapid Reprice engine for processing.

Travelport Rapid Reprice Results Screen

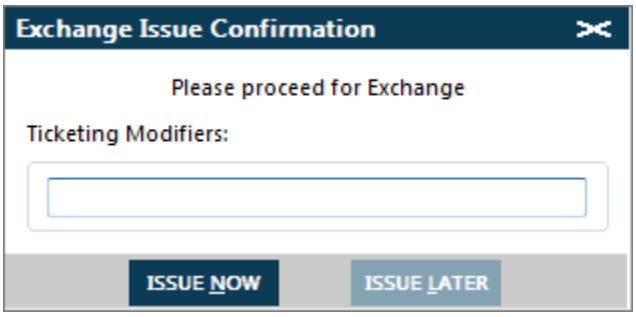


Travelport Rapid Reprice will apply the Category 31 Rules for the fare(s) on the original ticket, analyze the requested change and return the results.

The Results that are displayed on this screen include:

- The original base fare (and EQV fare if applicable)
- The total taxes collected on the original ticket
- The new base fare
- The total of the taxes that apply to the new ticket
- Any Add-Collect or Refund Amount (the title of the field changes accordingly)
- In this example, the change fee, which will be collected as a Tax on the new ticket is shown as an Add-Collect amount.
- The amount of the change fee
- Method of collection of the change fee as indicated by the user on the request screen
- PCC and any applicable Account Code
- Pricing option as indicated by the user on the request screen
- Any rebook information that will be processed by the application
- The pricing request was set as “Price as Booked” so there is no rebook.
- Any waiver information
- Full Baggage Allowance information
- Complete details (for each passenger) can be displayed by clicking on the “Details” button.

Enter a “Receive From” value and click on “Continue”.



The Travelport Rapid Reprice tool will respond with this pop-up.

When this pop up appears the fare has been filed, historical notepads updated, the seats may have been changed, and the booking is ended and retrieved. This is important as once the “received from” and “continue” is clicked from the Results screen this accepts the results.

If your agency needs to add any Ticket modifiers they can be added to this area in the same format. Here you also have the options to ‘Issue Now’ or ‘Issue Later’.

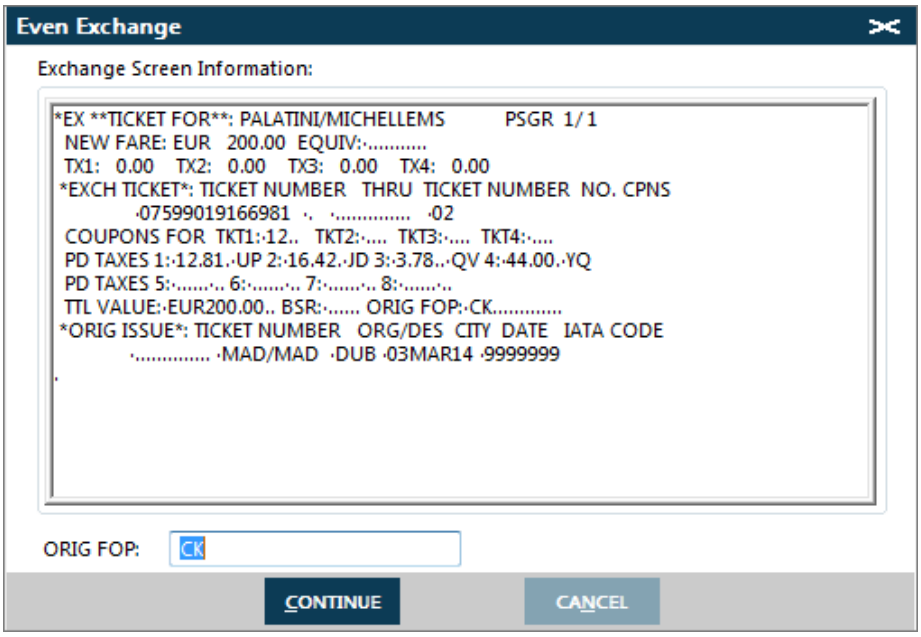
‘Issue Now’ indicates that the booking is ticketed automatically. ‘Issue Later’ will save the exchange data for ticket issuance later.

If the change fee is to be collected on an EMD-S, the Issue now option needs to be selected as the EMD-S requires the ticket number of the reissued ticket.

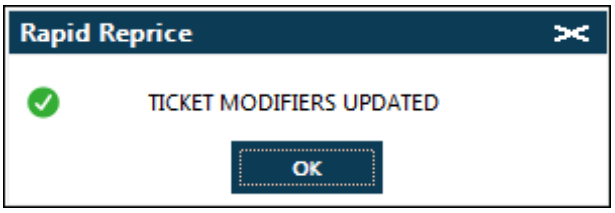
You may terminate the script by closing this box as there may be occasions where you use the tool only to obtain the fare. Once this box is closed, you will have a filed fare accurately calculated by Rapid Reprice.

You can then make any adjustments to the fare using the FBU entries and then perform the exchange manually.

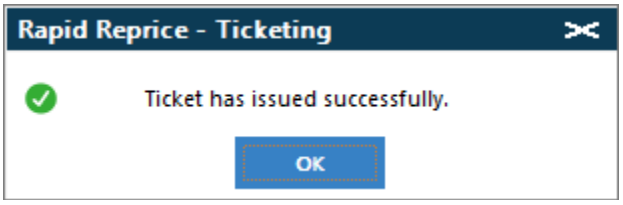
Click ‘Issue Now’.



The even exchange screen is displayed. The original Form of payment is pre-populated, click “Continue” to proceed.



Click “OK”.



The Travelport Rapid Reprice tool will close returning you to the booking. If you chose ‘Issue Now’ the ticket is issued. If ‘Issue Later’ had been chosen, enter TKP to manually issue the ticket.

Enter: ***HTE** to look at the new ticket.

The original ticket details are displayed and all the paid taxes.

“Other” was the method used to collect the change fee so this will need to be collected outside of the Rapid Reprice process.

```
«Back to Electronic Ticket List»
TKT: 075 9901 916699     NAME: PALATINI/MICHELLEMS

ISSUED: 03MAR14          FOP:CHEQUE
PSEUDO: 03GG  PLATING CARRIER: IB  ISO: IE  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN IB 3790  S  08SEP MADDUB  1550 OK SH1EI2             1
                                         NVB08SEP NVA08SEP
   OPEN IB 3791  S  22SEP DUBMAD  1800 OK SL1EI2             2
                                         NVB22SEP NVA22SEP

FARE EUR  200.00 TAX  12.81 UP TAX  16.42 JD TAX  47.78 XT
TOTAL EUR  NO ADC
   NON REF/22 NOEND/CHGS/RESTRICT

MAD IB DUB 151.66IB MAD121.60NUC273.26END ROE.73185
7 XT PD3.78QV PD44.00YQ
EXCHANGED FOR: 0759901916698
ORIGINAL ISSUE: 0759901916698DUB03MAR1499999992
RLOC 1G 4F23GG    1A YHPEQ9
```

Fare Guarantees in Travelport Rapid Reprice

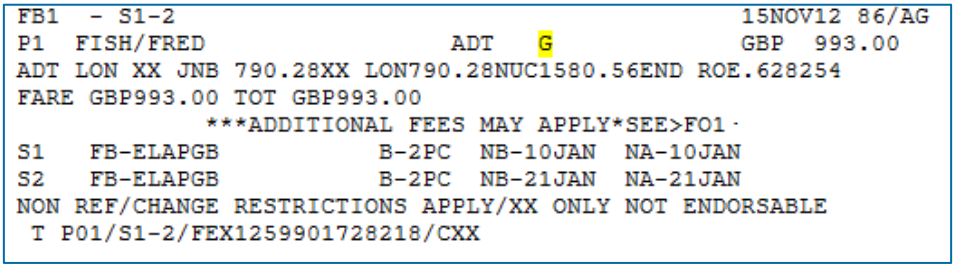
Travelport may consider ADM submissions for reissued tickets when the Rapid Reprice processing has been successful and a new ticket issued against Rapid Reprice fare results provided that:

- The original ticket must be auto-priced by a Travelport GDS system or verified as auto-priced by a Travelport GDS system
- The reissued ticket has been auto-priced by Rapid Reprice or verified as auto-priced by a Travelport GDS system
- The reissued ticket has been issued against automated Rapid Reprice results and has not been subject to manual override or other modification

Please refer to ASK Answer 9642 for a full explanation of Travelport's Fare Guarantee policy.

Public Fares

The new public filed fare produced by Rapid Reprice will return an FCPI (Fare calculation pricing indicator) of "G" and the FCMI of 0 is returned to BSP in the RET file.



Private Fares Pricing Modifiers

The new filed fare produced by Rapid Reprice will return an FCPI (Fare calculation pricing indicator) of “A” and the FCMI (fare Calculation Mode indicator) of 0 is returned to BSP in the RET.

```
FQ1  - S1-2                                          AP 14NOV12 86/AG
P1  EVANS/EDWARD                ADT   A                GBP   491.00
ADT LON ZZ DXB Q66.84 361.71ZZ LONQ35.01
318.74NUC782.30ENDROE.628254
FARE GBP491.00 TOT GBP491.00
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1  FB-MLE1YGB1/UBS3  B-30K                NB-01DEC    NA-01DEC
S2  FB-M1L1YGB1/UBS3  B-30K                NB-16DEC    NA-16DEC
NON-END/SKYWARDS SAVER//VALID ON ZZ
T P1/S1-2/FEX/CZZ
```

Custom Pricing

The new filed fare produced by Rapid Reprice will return an FCPI (Fare calculation pricing indicator) of “M” and return a FCMI of “1” to BSP in the RET.

```
FQ1  - S1-2                                          AP 12DEC12 86/AG
P1  FISH/FRED                   ADT   M                GBP   394.00
ADT LON XX JNB 313.56XX LON313.57NUC627.13END ROE.628254
FARE GBP394.00 TOT GBP394.00
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1•
S1  FB-SLNCGB         B-1PC                NB-10JAN    NA-10JAN
S2  FB-SLNCGB         B-1PC                NB-21JAN    NA-21JAN
NON REF/CHANGE RESTRICTIONS APPLY/XX ONLY NOT ENDORSABLE

T P1/S1-2/FEX/CXX
```

Note: In the case that a filed fare is returned and you manipulate prior to issuing ticket, e.g. add a service fee as TAX, the FCPI code will remain at “M”. However the FCMI code will be “2” in the RET file. This will be the scenario if changes are made to baggage or Tax Fees and charges in an auto priced fare.

- **Upon fare filing and for research purposes**, the historical remarks include the Pricing Option as indicated by the user on the request screen and are updated. Please see final chapter on Historical notepads.
- Price as Best Buy (BB)
- Price as Booked (FQ)
- Price with No Penalty (PE0)
- The Rapid Reprice Results that are stored in the history of the Booking File reflects the TAG information (which includes the FCI Indicator) for the transaction. More information in Last section of this user guide on “Historical fares”

Fare Quote Validity

When an auto-priced fare status is not ticketed by 23:59 local time of the CRT location where the fare was originally stored, the status indicator changes to:

- European countries: “X”
- Countries outside Europe: “N”. It then changes to “X” after the LDT (Last Date to Ticket). This is based on the fare rule.
- Exception: Ukraine expires to “X” after 3 days

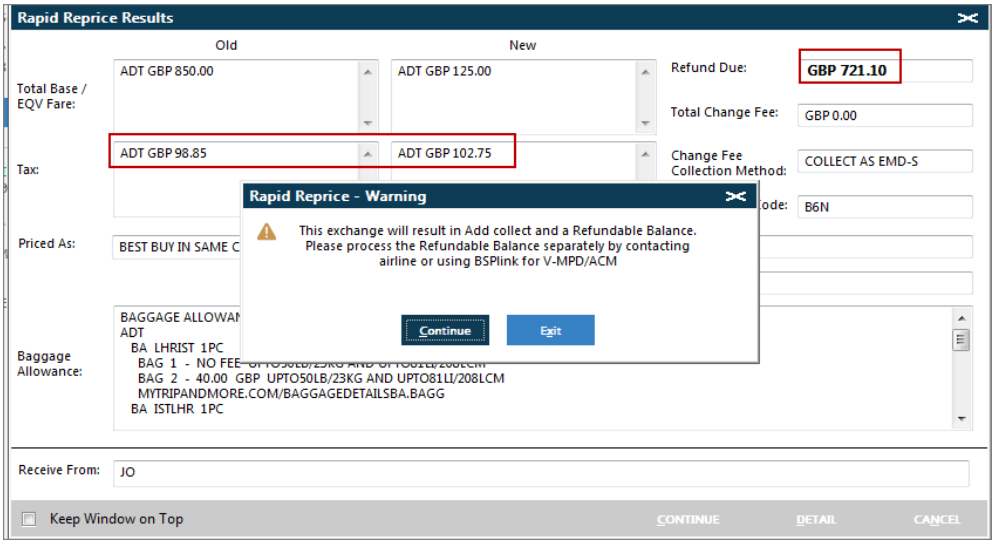
Refundable EMD-S

Due to a Galileo host limitation, in the case of a refundable balance and an additional collection being produced, an EMD-S cannot be created for the refundable balance.

A warning will be displayed and the agent will need to process the refund using other means. Rapid Reprice will go ahead and take payment for the additional collection and exchange the ticket.

In the example below there is a refund of 725.00 but an additional collection for new taxes of 3.90. In this instance, the EMD-S for the 725.00 will not be processed.

The amount in in the Refund Due field is the Net Refund amount (difference between the refund amount and the Add Collect).



More details of the breakdown are in the Detail results screen.

Transaction Charge

Rapid Reprice is a subscription product therefore charges for each successful transaction, a successful transaction is a result redisplayed back to the user detailing changed itinerary costs. It is still regarded as one transaction if there are multiple passengers or segments.

Example 1 – Exchange process for family of 6 on a 6 sector itinerary. You run Rapid Reprice advising the passengers, they agree to the costs immediately and reissue the ticket. This is one transaction charge.

Example 2 – Exchange process for 4 passengers on 4 segments journey. Passenger requests how much to reissue the ticket. You run Rapid Reprice and advise the passengers of the costs. One hour later the passenger calls to advise you to go ahead with the change, and you run Rapid Reprice once more. This will result in 2 transaction charges.

Example 3 – Customer calling to change the itinerary to different days, e.g. how much for the change to return on Monday or Tuesday or Wednesday, so the passenger wants to know the cost if he travels on 3 different itineraries. You run Rapid Reprice 3 times and give the passenger 3 pricing options. Passenger chooses the Monday so you run Rapid Reprice once more; this results in 4 transaction charges.

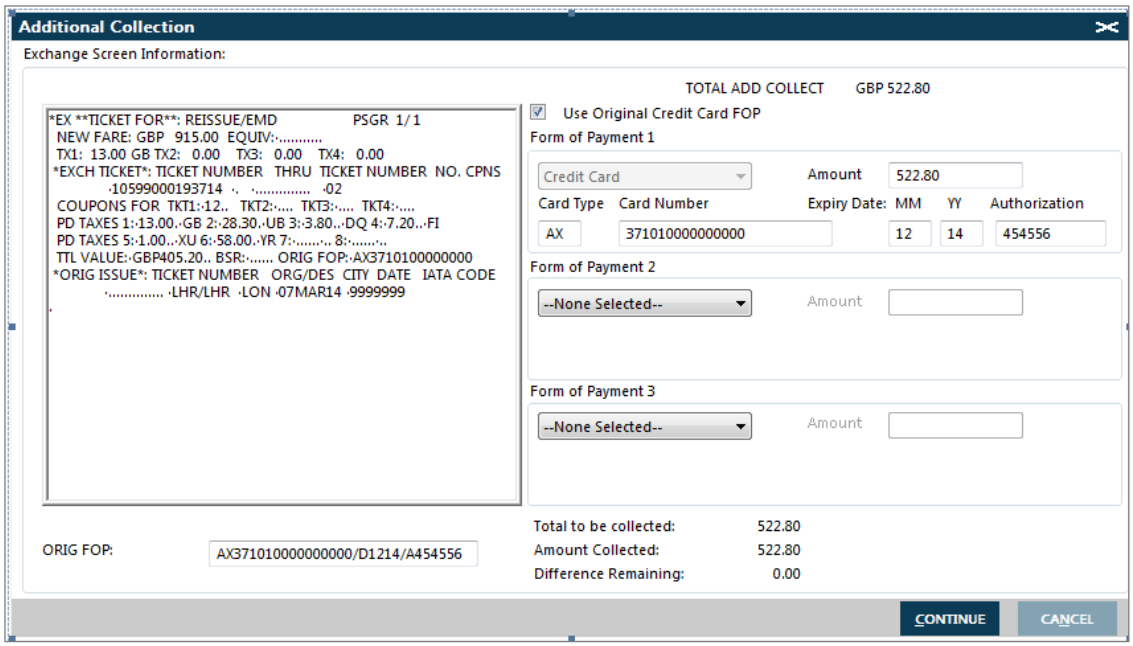
Note: Some of the screen shots in the following examples may not reflect the current layout. For example the PTC option, currency override and unbundled fares option do not appear in many of the screen shots. This does not impact on the objective of any of the examples.

New Additional Collection Screen when the Credit Card is not masked

When the credit card number is not masked by the system, the complete credit card number along with the 2-letter vendor code and the card's expiration date will now be displayed in the "ORIG FOP" box on the Additional Collection screen.

A combination of AAT and sign on profile settings is used to control who does and does not see the unmasked credit card numbers. Please speak with your agency manager (second level authorizer) if you wish to have your sign-on profile changed to turn masking off and benefit from the feature in Rapid Reprice.

There will be a new tick box associated with a new statement "Use Original Form of Payment". When the user ticks the box, the credit card information from the original FOP credit card will be pre-populated in the Credit Card information section of the Additional Collection screen as shown in the following screen shot:

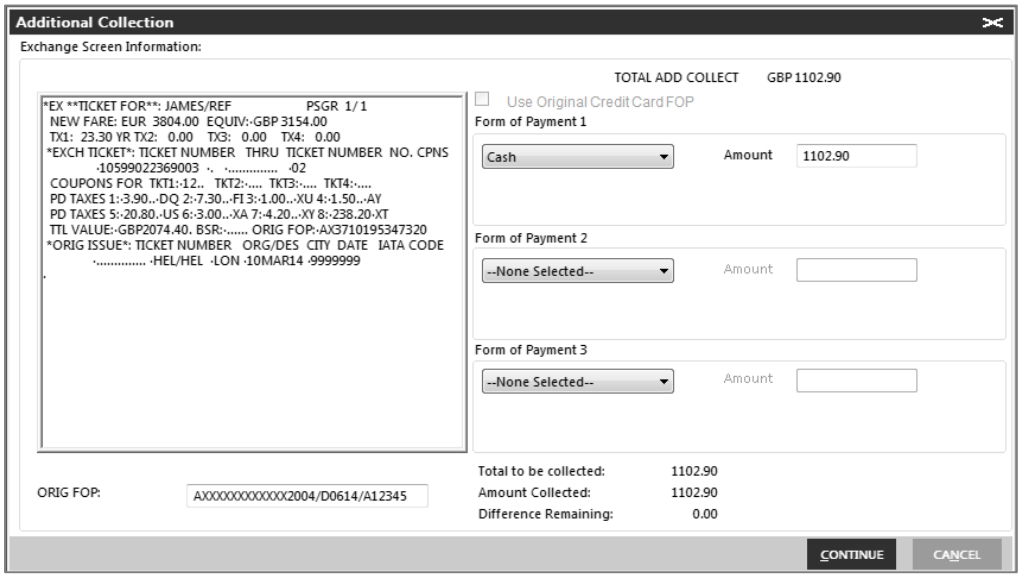


New Additional Collection Screen when the Credit Card is masked

If the original Credit Card FOP is masked by the system, the masked number will be shown in the "ORIG FOP" box on the Additional Collection screen.

When the credit card is masked, the "Use Original Form of Payment" tick box option will not be available to the user and will be greyed out.

The option will be disabled and the user will need to manually input the credit card details in the credit card section of the Additional Collection screen.

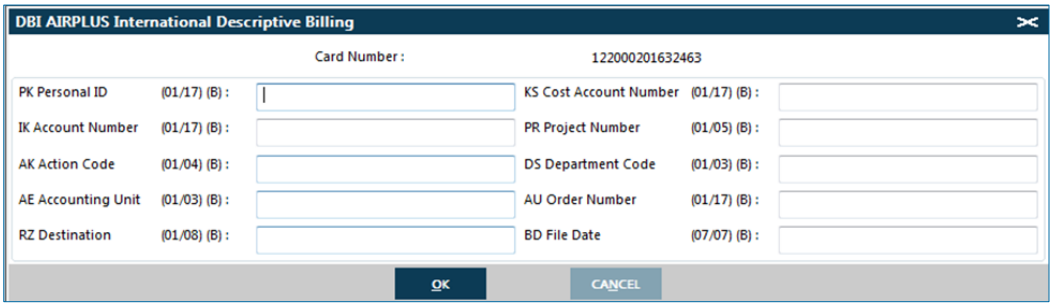


Airplus Credit Card

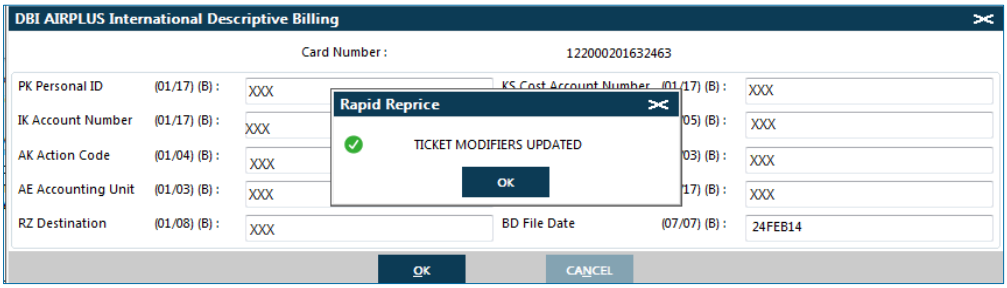
When an Airplus Credit Card is used, additional Descriptive Billing Information (DBI) is required. The application will display the applicable fill-in format to be completed by the user as shown below.

Only those fields required for the specific card number will be displayed.

The numbers displayed next to each field are the minimum and maximum number of characters that will be accepted in that field.



The 1G RR application will return the following confirmation screen and continue the exchange process.



Example 1: Even Exchange with no Penalty

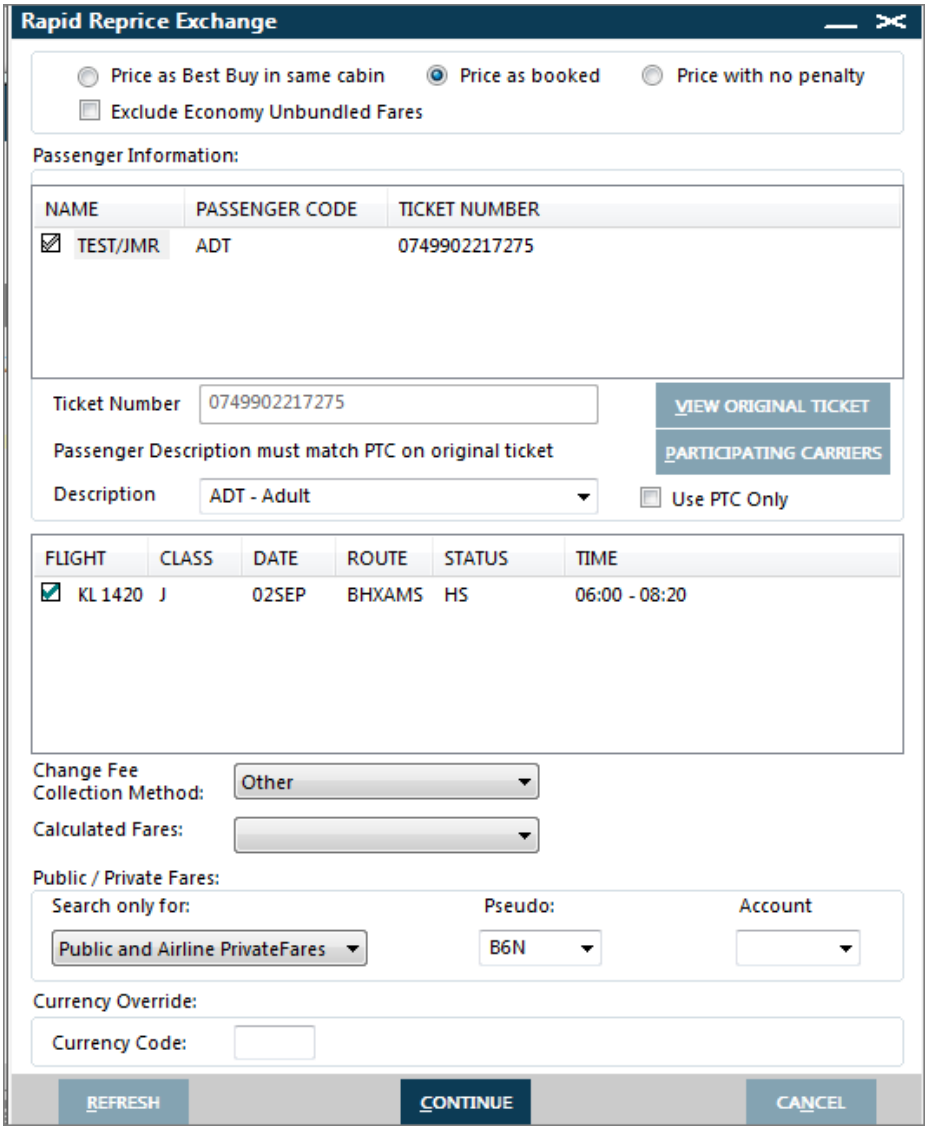
This is an example of an even exchange where there is no additional collection of fare and no change fee. No extra money is collected therefore it is an even exchange of nil value.

```
1.1TEST/JMR
1. KL 1420 J 01SEP BHXAMS HK1  0600   0820  O*        E MO
```

In this example the passenger is ticketed for the above itinerary. The return sector is changed to one day later.

```
1.1TEST/JMR
1. KL 1420 J 02SEP BHXAMS HS1  0600   0820  O
```

When the Travelport Rapid Reprice application is launched, it defaults to the option “Price as Best Buy in same cabin”. This will search for the best fare available in whichever cabin has been booked. In this example the option “Price as booked” has been chosen.



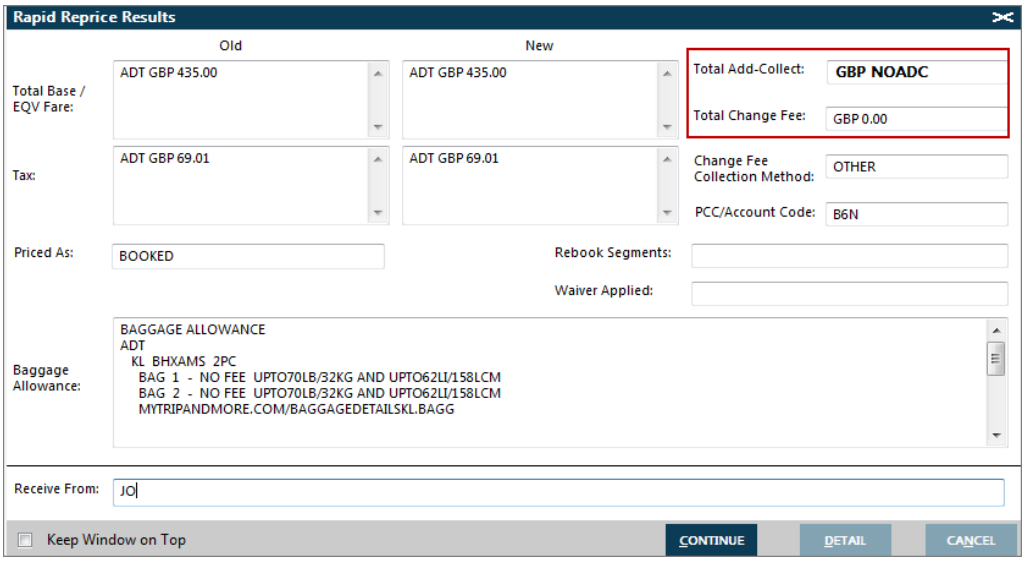
The information is prepopulated from the existing ticket details. It is possible to select/de-select segments and passengers, which we will see in other examples in this document. This first screen functions as the driver which will determine:

- What pricing entry to determine the fares to search for
- How to collect the change fee – TAX/Other/EMD-S
- Which PCC to access Airline Private Fares
- If you need to "adjust" the fare (calculations) and add account codes

In this example the collection method is 'Other'.

Click "Continue"

Travelport Rapid Reprice™ Results screen:



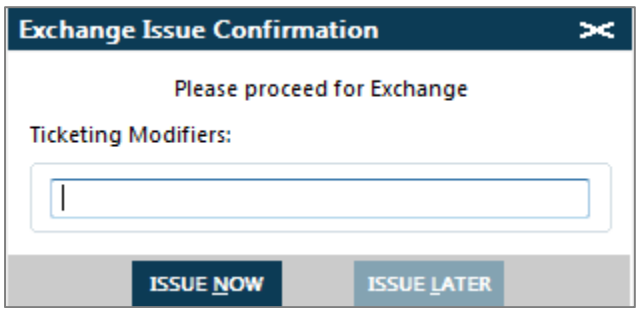
You must add the “Received From” and click “Continue”. It is also possible to view all the old and new ticket details and Tax breakdown by clicking on “Detail”.

There is no Change Fee. The previously selected Change Fee collection method is always displayed.

If “Price as Best Buy in same cabin” had been chosen in the first screen, it would display the segments that will be rebooked by the application.

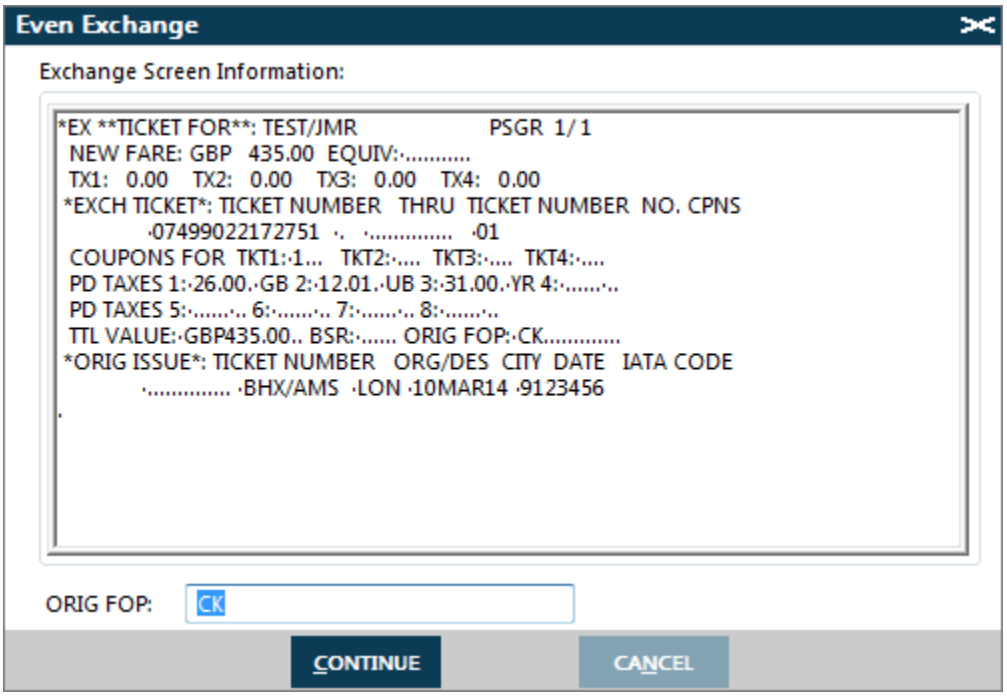
If a Waiver Code was applied for the change, it would appear in the “Waiver Applied” box.

Click “Continue”. The following screen appears.

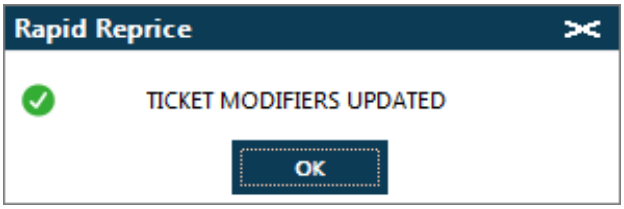


“Issue Now” will issue the ticket. “Issue Later” will save the exchange data for issuance later. Click on “Issue Now”. Modifiers can be added with a slash between each one, e.g. FCK/Z0.

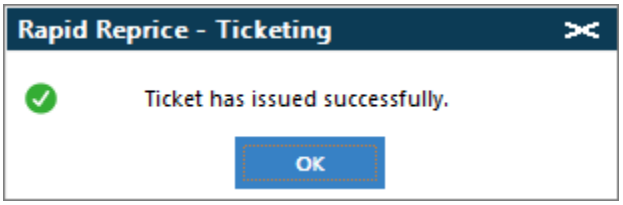
The exchange screen is displayed, the information can be checked and the original form of payments can be added if missing.



Add “FOP” Click on “Continue”.



Click on OK and the system will return to the Smartpoint screen. The ticket has been issued.



Enter: ***HTE** to view the new electronic ticket.

```
«Back to Electronic Ticket List»
TKT: 074 9902 217276     NAME: TEST/JMR

ISSUED: 10MAR14          FOP:CHEQUE
PSEUDO: 0B6N  PLATING CARRIER: KL  ISO: GB  IATA: 91234566
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN KL 1420  J  02SEP BHXAMS  0600 OK JFFWGB             1

FARE GBP   435.00 TAX    26.00GB TAX    12.01UB TAX    31.00YR
TOTAL GBP   NO ADC
   NONENDORSABLE

BHX KL AMS 712.39NUC712.39ENDROE.610616
EXCHANGED FOR: 0749902217275
ORIGINAL ISSUE: 0749902217275LON10MAR1491234566
RLOC 1G 5SJHW8    1A 6PCAOE
```

Note the Total: **NO ADC**.

Example 2: Exchange with Additional Collection and a Change Fee Collected as an “XP” Tax (Issue Later)

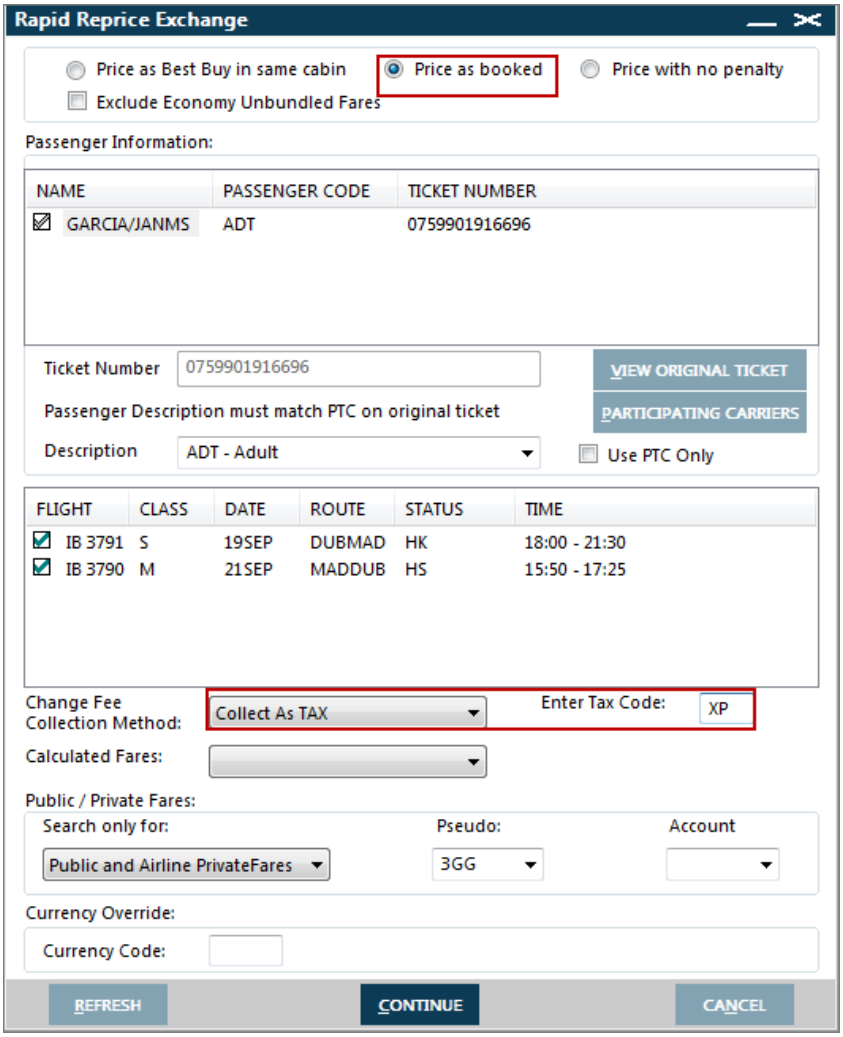
This booking for Passenger GARCIA was booked and ticketed for the following dates. The return date has been changed date for a day earlier. The original “S” class was not available, so an upgrade in the fare is required.

```
1.1GARCIA/JANMS
1. IB 3791 S 19SEP DUBMAD HK1  1800   2130  O*        E FR
       OPERATED BY IBERIA EXPRESS
2. IB 3790 S 22SEP MADDUB HK1  1550   1725  O*        E MO
       OPERATED BY IBERIA EXPRESS
```

New itinerary:

```
1.1GARCIA/JANMS
1. IB 3791 S 19SEP DUBMAD HK1  1800   2130  O*        E FR
       OPERATED BY IBERIA EXPRESS
2. IB 3790 M 21SEP MADDUB HS1  1550   1725  O         E SU
       OPERATED BY IBERIA EXPRESS
```

The return is now booked in “M” class and “Price as Booked” has been selected. The Travelport Rapid Reprice Tool is looking for the Fare in the Class booked, and the change fee will be collected as an “XP” Tax.

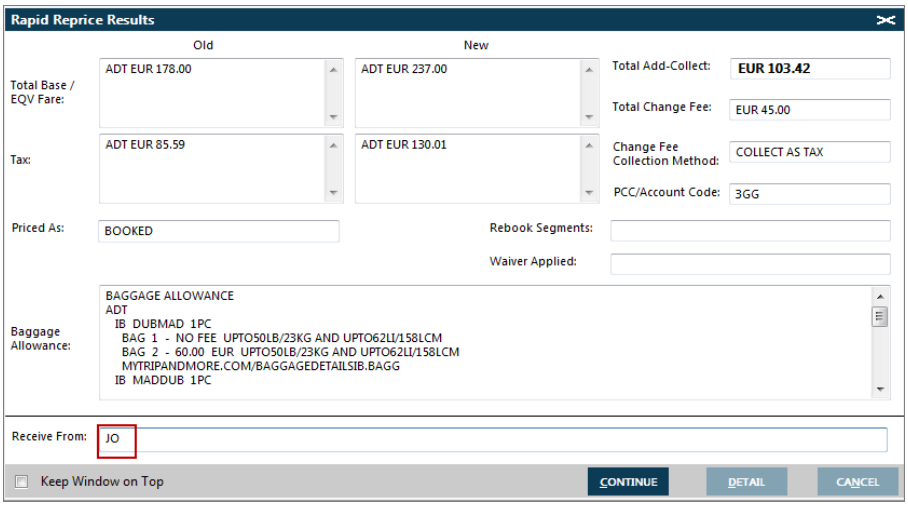


In this example the change fee method is collected as Tax. If this is the option selected it is mandatory to add the tax code.

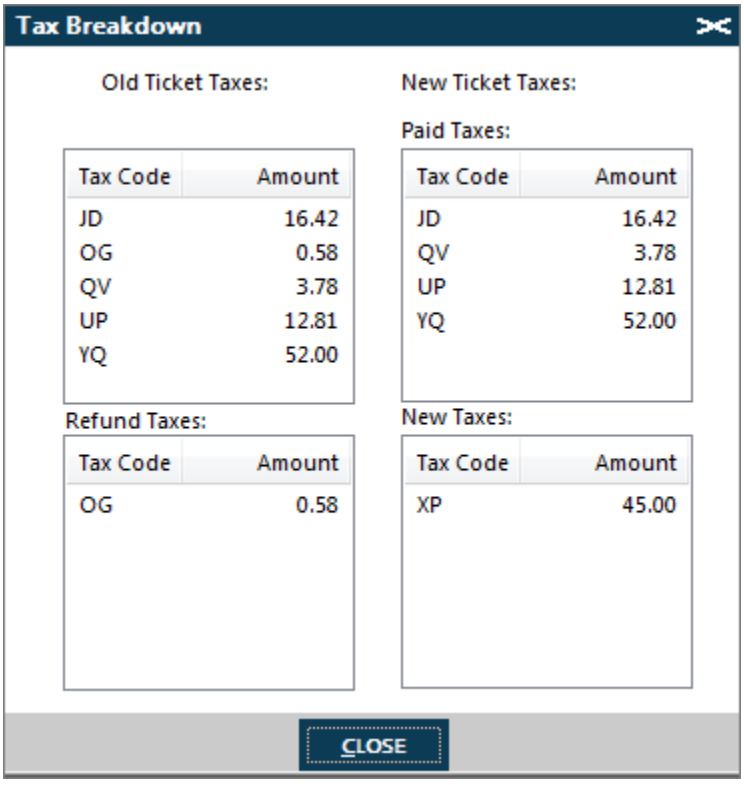
It is your responsibility to ensure you have the correct tax code applied, as required by the airline whose ticket is being exchanged.

You have selected “Collect as Tax” applying the tax code XP. The Results screen has indicated this. The total collection is listed as is the change fee. The total will include the change fee and the additional amount for the new ticket.

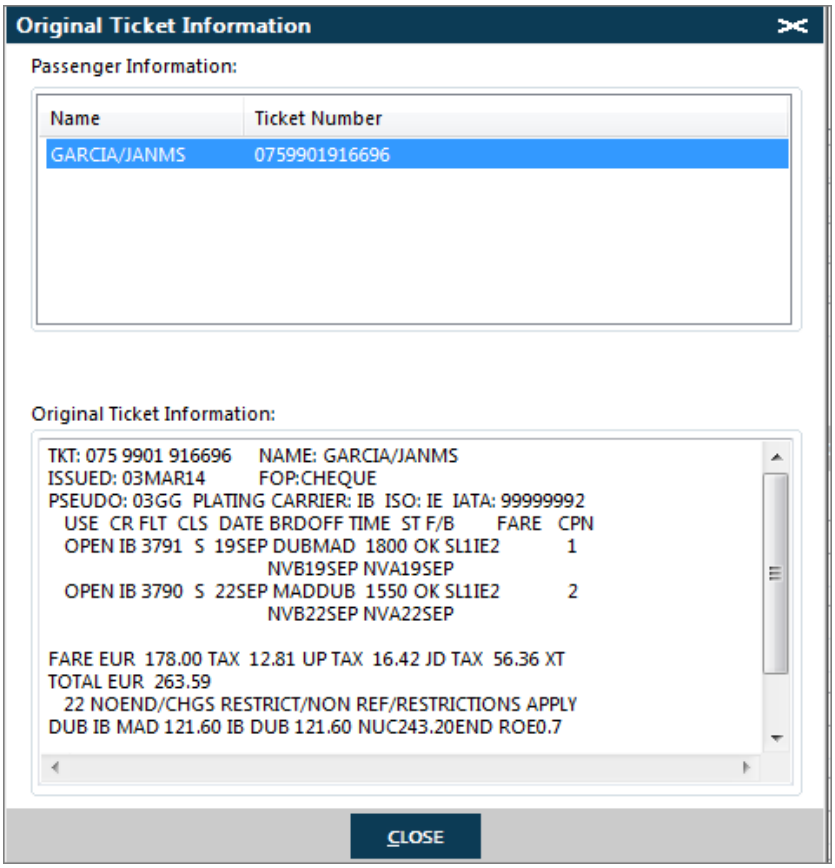
The “Details” screen shows both the old ticket data and the new ticket data.



Click on “Tax breakdown” to see the old and new tax details. The new details include the EUR 45.00 change fee.



Click on “View Original Ticket” to reveal all original ticket details.

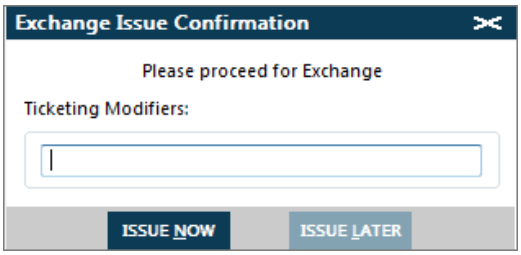


Close all optional “boxes “to return to the Results screen.

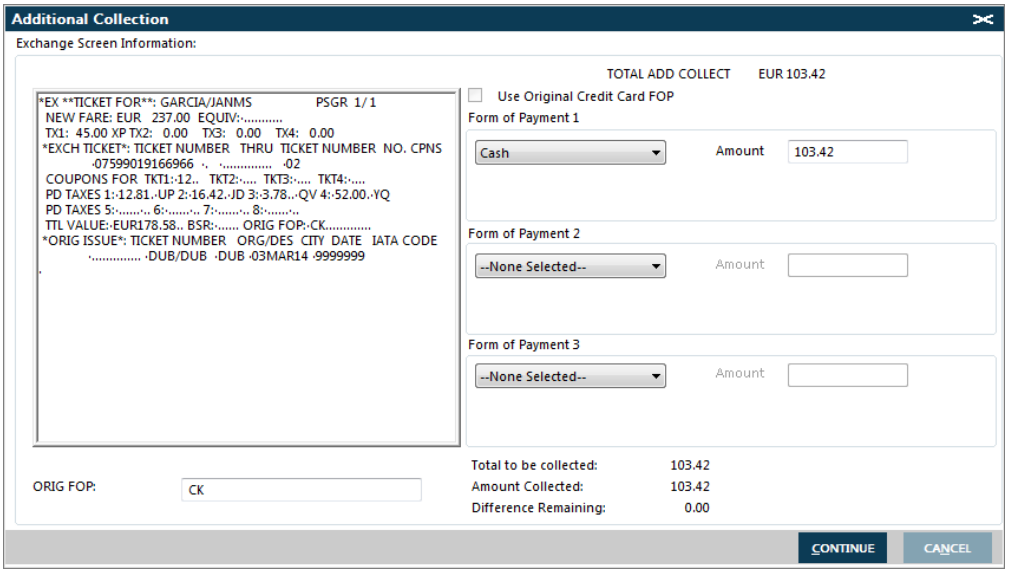
Note: When no new taxes apply, any refundable tax amounts will be subtracted from any Add Collect amount that is due.

- Fare Difference – EUR 237.00 – EUR 178.00 = EUR 59.00
- Plus EUR 45.00 Change Fee Collected as XP Tax = EUR 104.00
- Refund of TAX .58c

When the “Received From” value is added and you click “OK”, the Issue Now or Issue Later Prompt is displayed.

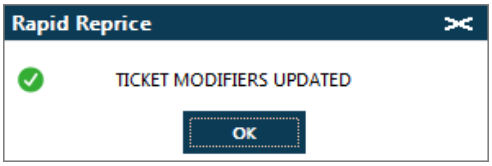


Click “Issue Later”.



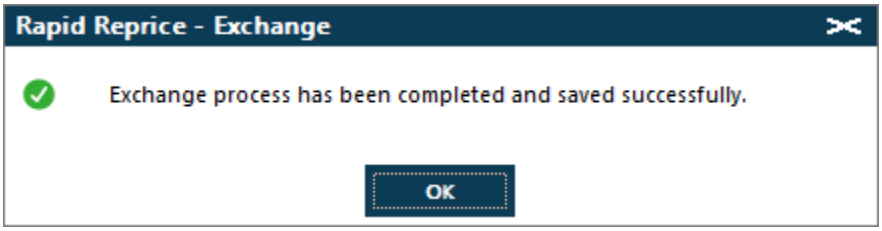
The Additional Collection screen is displayed and you can select the method of payment. Click on “Continue”.

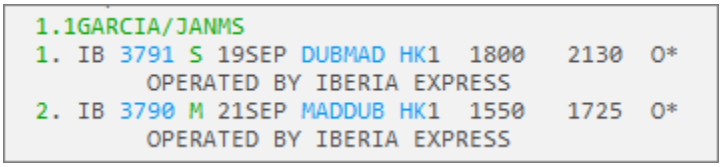
The pop-up “Ticket modifiers have been updated” appears. Click “OK”.



The following pop-up is displayed which informs you that the exchange process has been completed and saved successfully. The file fare has been updated.

It is your responsibility to issue the ticket.





The filed fare is prepared and the manual ticket issue entry is carried out by you.

```
ISSUED: 03MAR14          FOP:CASH/CHEQUE
PSEUDO: 03GG  PLATING CARRIER: IB  ISO: IE  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN IB 3791  S  19SEP DUBMAD  1800 OK SL1IE2              1
                                        NVB19SEP NVA19SEP
   OPEN IB 3790  M  21SEP MADDUB  1550 OK ML1IE2              2
                                        NVB21SEP NVA21SEP

FARE EUR  237.00 TAX  12.81 UP TAX  72.20 XT TAX  45.00 XP
TOTAL EUR 103.42A
   NON REF/22 NOEND/CHGS/RESTRICT/21NOEND/CHGS

DUB IB MAD 121.60IB DUB202.22NUC323.82END ROE.73185
7 XT PD16.42JD PD3.78QV PD52.00YQ
EXCHANGED FOR: 0759901916696
ORIGINAL ISSUE: 0759901916696DUB03MAR1499999992
RLOC 1G 3ZPFFI    1A YFQ45V
```

HMPR

```
075E9901916697     GARCIA/JANMS       58.42A  45.00  1.00    FS
```

The new ticket is issued.

Note: On the reissued ticket the additional collection is 58.42 and the change fee 45.00 collected as a tax.

Example 3: Reissue Multiple Passengers with a Change Fee as EMD-S

Once it has been determined that the ticket is eligible for a Travelport Rapid Reprice exchange, changes may be made to the existing itinerary or book a new itinerary for the passenger. It is not advisable to end the booking, as the passenger may decide not to change the booking.

Original Itinerary:

```
 1.1TESTANN/ANNMS  2.1TEST/JANEMS
 1. AY 3126 N 01SEP LHRHEL HK2  0730   1220  O*
 2. AY  831 N 07SEP HELLHR HK2  0800   0910  O*
```

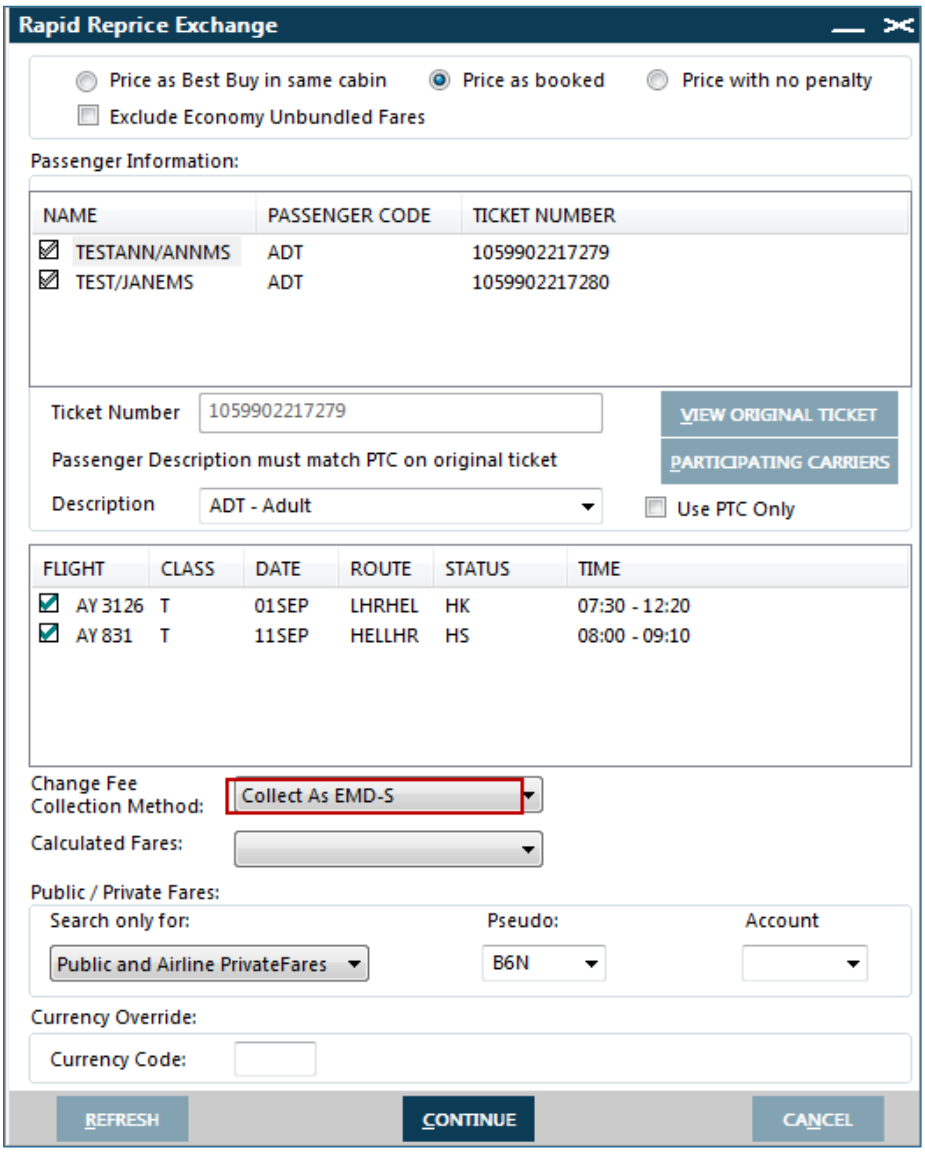
@2/11SEP

New Itinerary

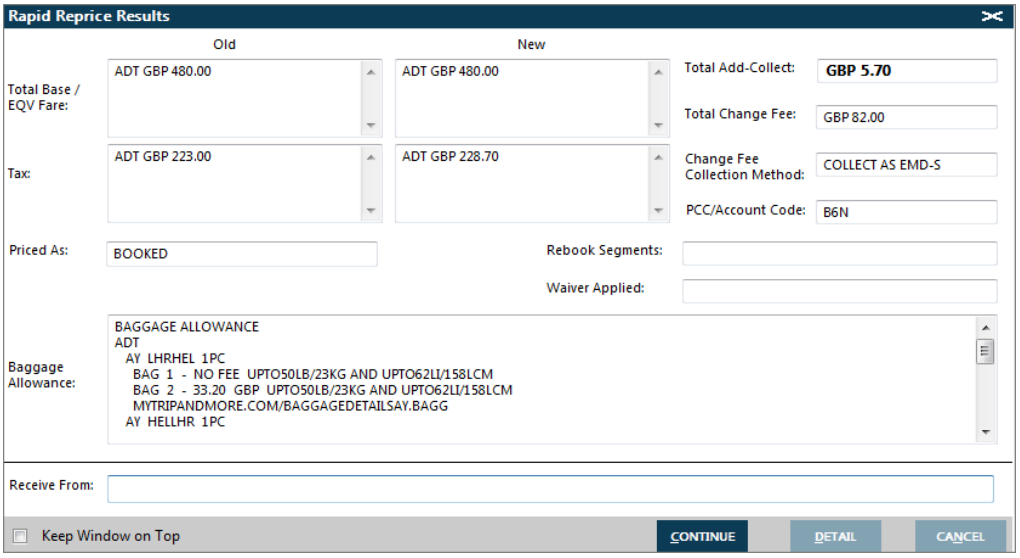
```
1.1TESTANN/ANNMS  2.1TEST/JANEMS
1. AY 3126 N 01SEP LHRHEL HK2  0730   1220  O*
2. AY  831 N 11SEP HELLHR HS2  0800   0910  O
```

When the Travelport Rapid Reprice application is launched, check that the revised itinerary is eligible for Travelport Rapid Reprice. If the criteria are not met, error messages will be displayed.

The Travelport Rapid Reprice Exchange Screen is displayed below, including all passengers and all segments using the option “Price as booked” and with penalty collection via an EMD-S.

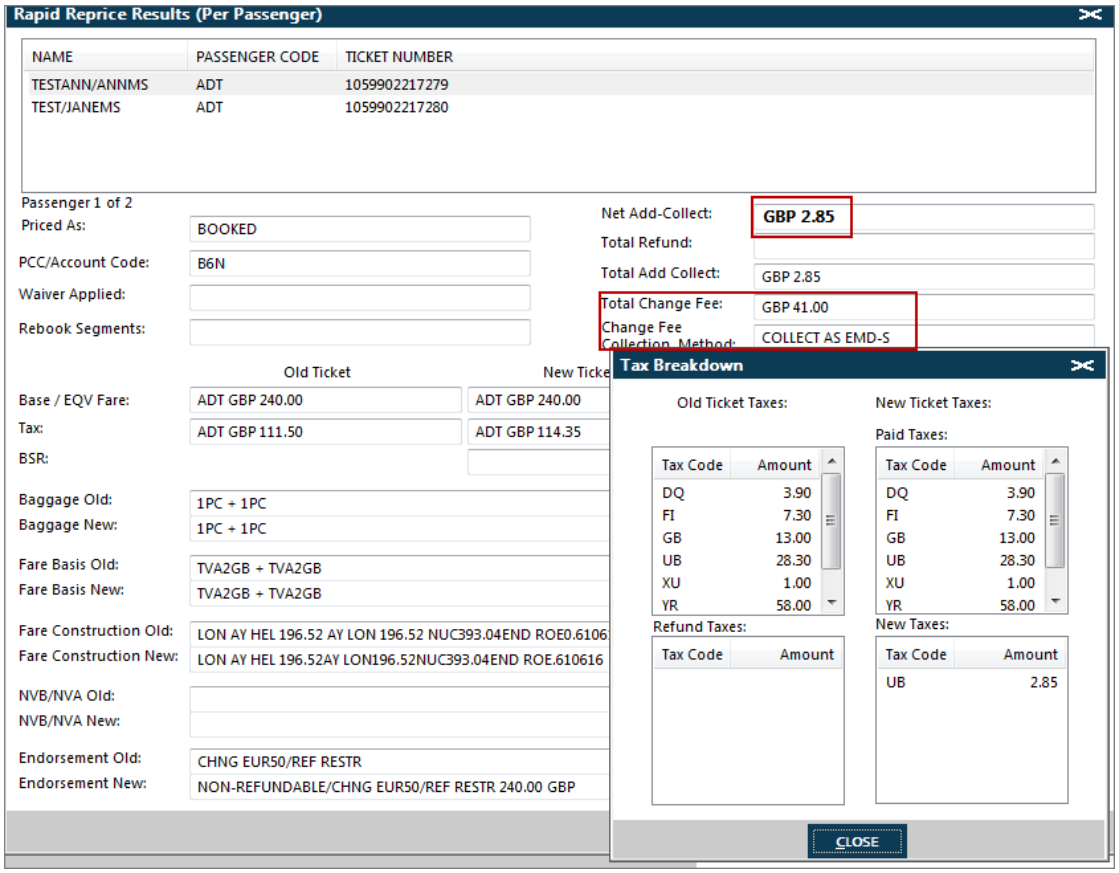


Click “Continue” and the Results screen is displayed:



There is an additional collection of GBP5.70, and a change fee of GBP82.00. This is the combined amount.

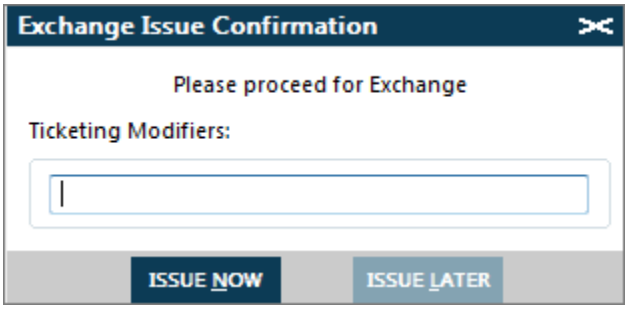
Click on “Detail” to view each individual ticket details.



When you close the “Detail” screen, the “Results” screen remains open.

You must complete the “Received From” field.

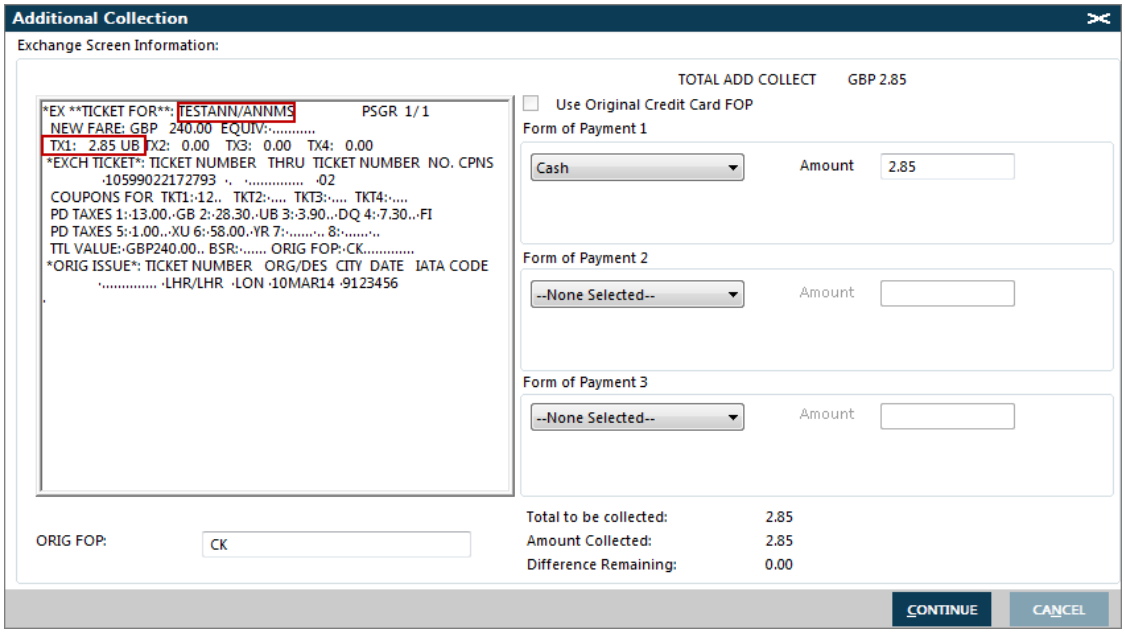
Click “Continue”.



The system prompts “Issue Now” or “Issue Later”. In this screen you can add a ticket modifier if and when required. If no ticket modifer is required, this field is left blank.

EMD-S will only work with the “Issue Now” option as a ticket will need to have been generated in order to create the EMD-S.

In this example we choose “Issue Now” with no ticket modifier. Travelport Rapid Reprice proceeds with the exchange.

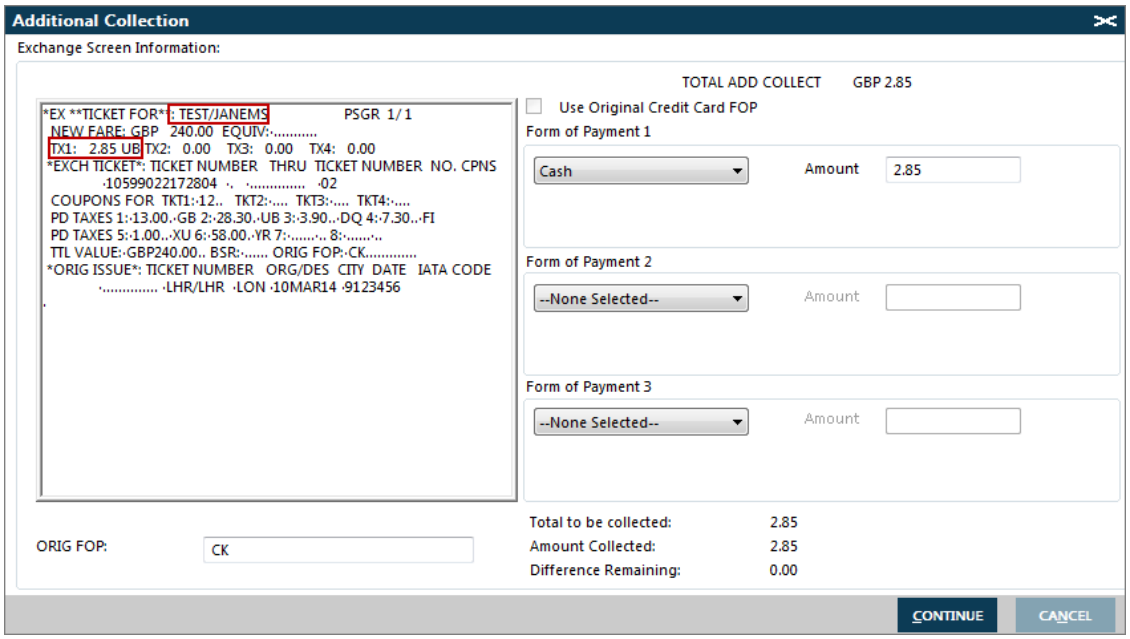


The next screen shows the additional collection for the first passenger.

Verify the original form of payment and click “Continue”.

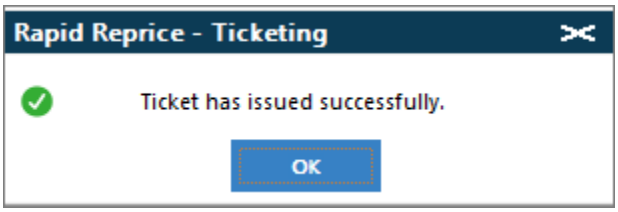
The “Ticket Modifiers Updated” pop-up is displayed.

Click “OK” and the Additional Collection sceen for the second passenger is displayed.



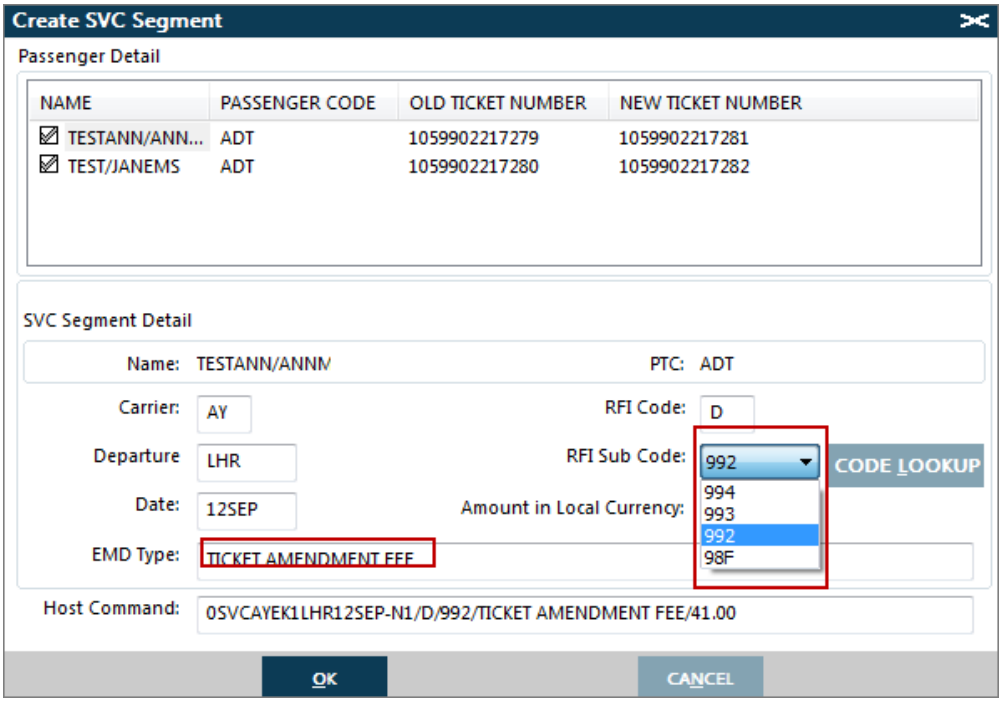
Verify the original form of payment and click “Continue”.

The “Ticket Modifiers Updated” pop-up is displayed.



Click “OK”.

As the ticket has been issued, the EMD-S for the change fee for the first passenger is opened up. This pre-populates the mandatory related ticket number.

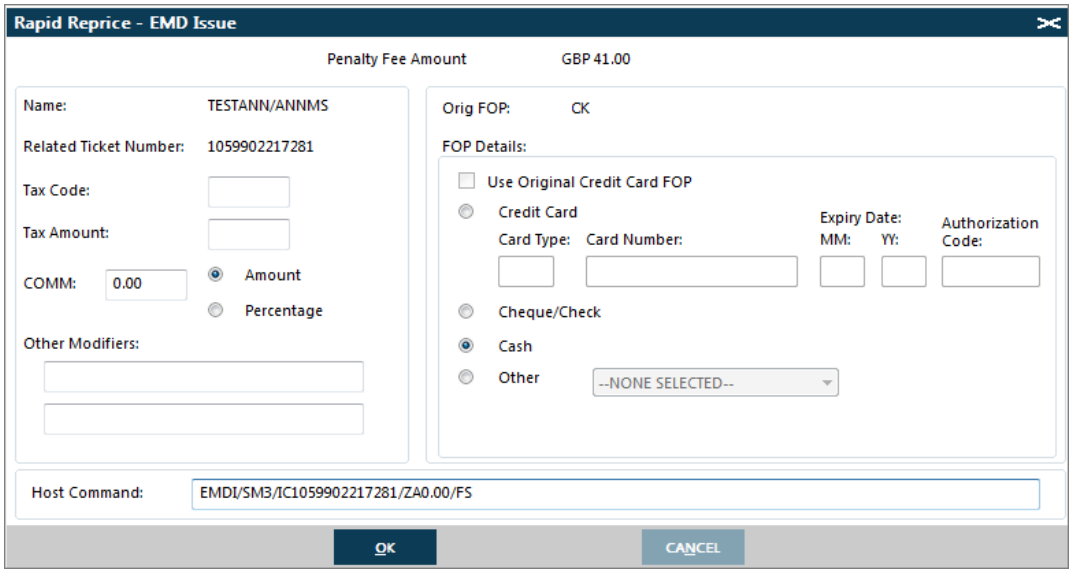


When the Reason for Isssuance Code Sub code is filled in the box, the EMD-S type will automatically populate with the corresponding name of the EMD-S type. This EMD-S type box is a “free-form” field and which may be edited.

If there is more than one passenger in the PNR, like in this example,the application will automatically apply the same RFI Sub Code that is entered by the user to each passenger on the PNR.

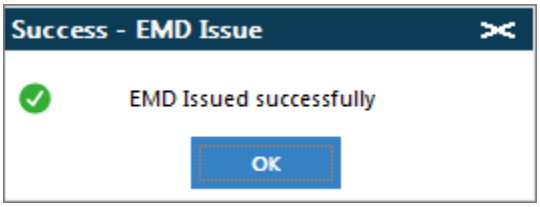
The application will also create the Host Command SVC segment with the data supplied on this screen.

Click “OK”.



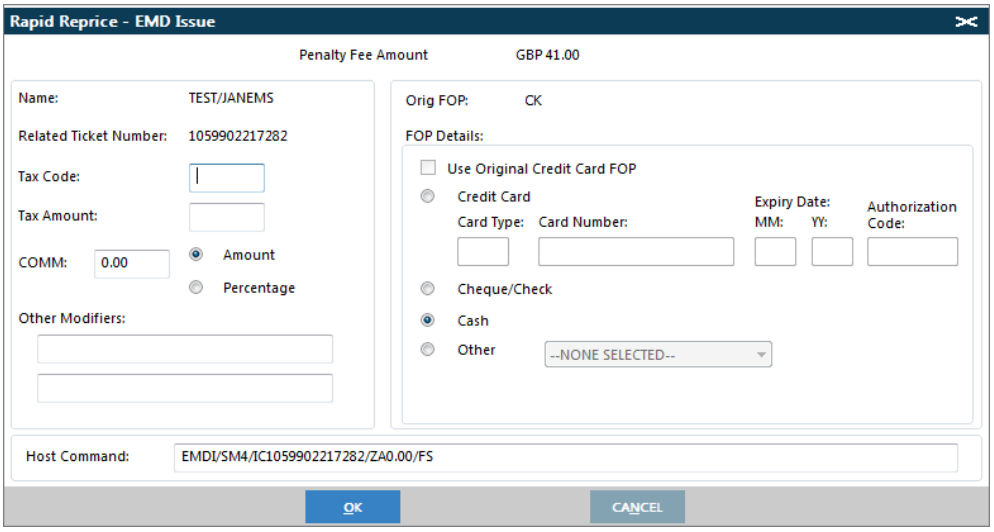
Fill out the remarks (optional) and the form of payment. There are many options to pay with, such as orignal form of payment, check, cash, credit/debit card with authorisation codes. Click “Other” to display more options, including AGT NON REF, MS and Invoice.

The first passenger pays with cash. Click “OK”

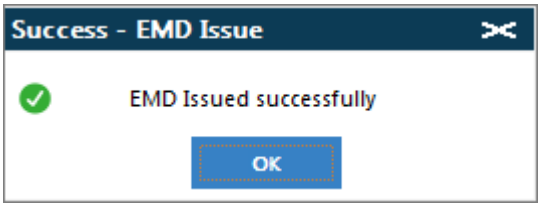


Click “OK” and the second passenger process begins. The system applies the same RFI su code as the first passenger and allows an editable area for Tax codes and amount, when applicable.

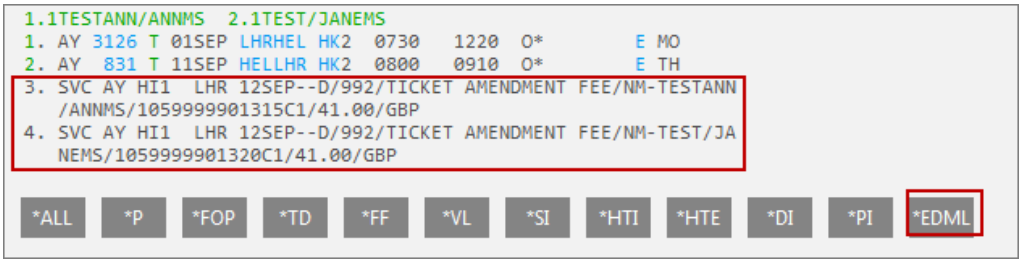
The EMD-S Issue screen will be displayed for each passenger on the PNR and the EMD-S will be issued for each, one after the other.



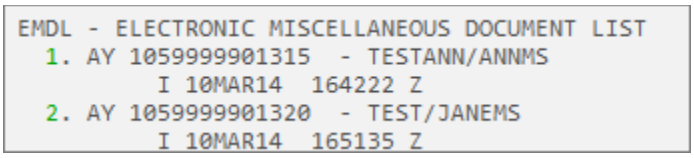
The second passenger also pays for the change fee with Cash.



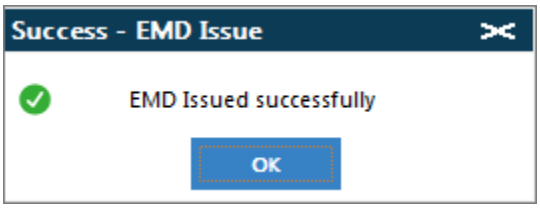
When the user clicks “OK” the SVC segment as shown in the “Host Command” box will automatically be appended to the PNR as shown.



***EDML**

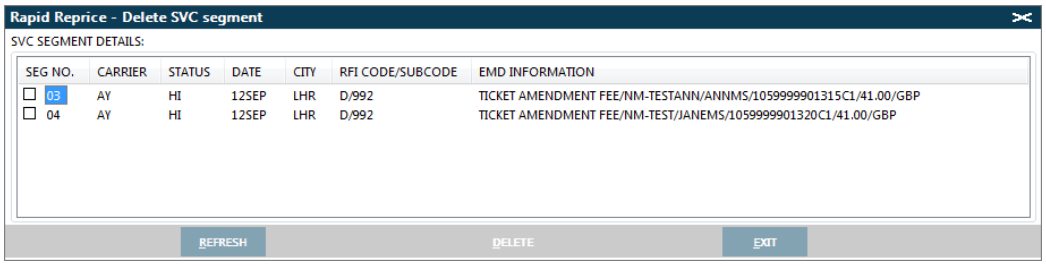


The tickets are issued and also the EMD-S for the change fee value.



There is still a pop up for EMD-S issued successfully, when you click on OK.

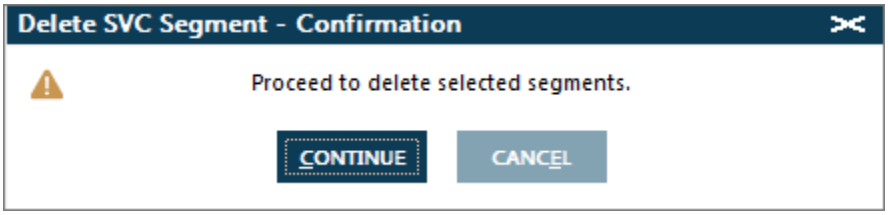
The following is displayed.



After the EMD-S is issued, you may want to clean up the PNR by removing the SVC segments from the itinerary. The default is that all Seg Nos will be unticked. The user can select segments that they want to remain on the PNR, then click on the “Delete” button to remove any SVC segments that include a check mark in the tick box next to the segment.

If you need to retain all of the SVC segments on the PNR, you will need to click on “EXIT” on the “Delete SVC Segment screen.

When the “Delete” button is pushed, the following confirmation screen will be displayed. The user will click on “continue” to proceed with the exchange process.



Example 4: Exchange resulting in a Refundable Amount and New Taxes (there is NO EMD creation for the Refundable Amount)

This example demonstrates an exchange resulting in a refundable amount due back to the customer but also there are new Taxes to be collected.

Original Itinerary:

```
1.1LEREY/JEANMS
1. BA 2787 Y 01AUG BODLGW HK1  1025   1050  O*        E FR
2. BA 2786 Y 07AUG LGWBOD HK1  0710   0945  O*        E TH
```

New Itinerary:

```
1.1LEREY/JEANMS
1. BA 2787 Y 01AUG BODLGW HK1  1025   1050  O*        E FR
2. BA 1393 Y 09AUG MANLHR HS1  1405   1505  O         E SA
3. BA 2788 Y 09AUG LGWBOD HS1  1850   2120  O         E SA
```

Whenever new taxes apply to the new itinerary, an add collect must be processed for those taxes first, before any refund can be processed. This is currently the way Galileo handles these scenarios.

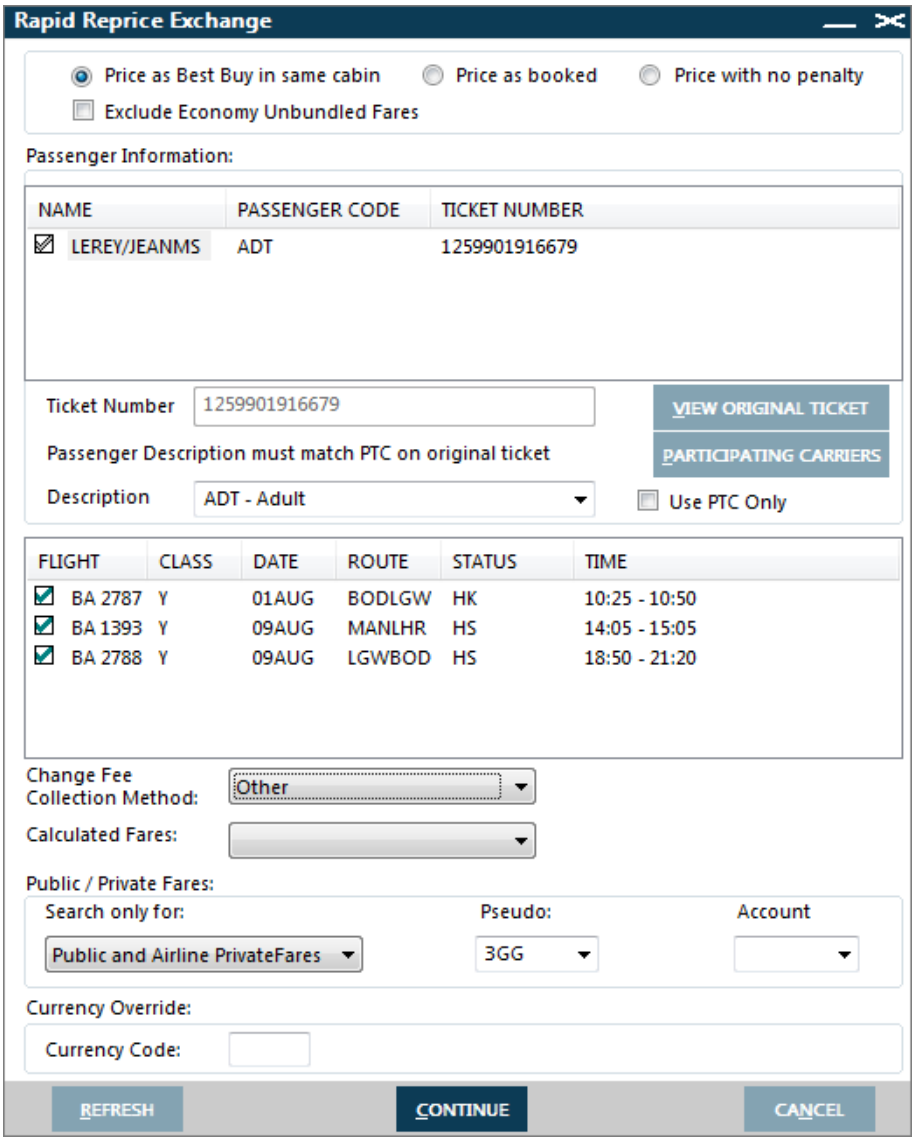
Due to a current Galileo host limitation, whenever an Add Collect is due, the EMD-S creation for the refundable amount will not take place and a warning message will be displayed advising the user to use other means to process the refund.

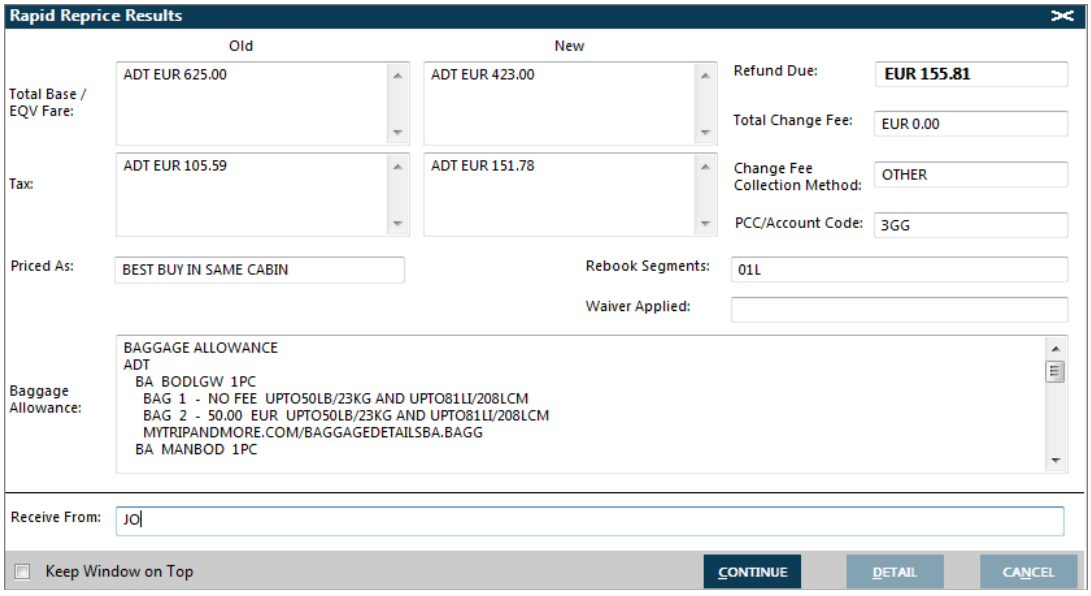
In this example, the customer is changing to the lowest applicable class. There is also a change of airport which may result in different tax amounts. There is a lower fare available than the price of his original ticket which was ticketed in full Y. Additional taxes apply.

Tickets involving multiple currencies can be exchanged as long as there is no change to the currency of the country of origin and the exchange takes place in the same currency as original issue.

“Price as Best Buy in same cabin” and with a penalty collection method of “Other”.

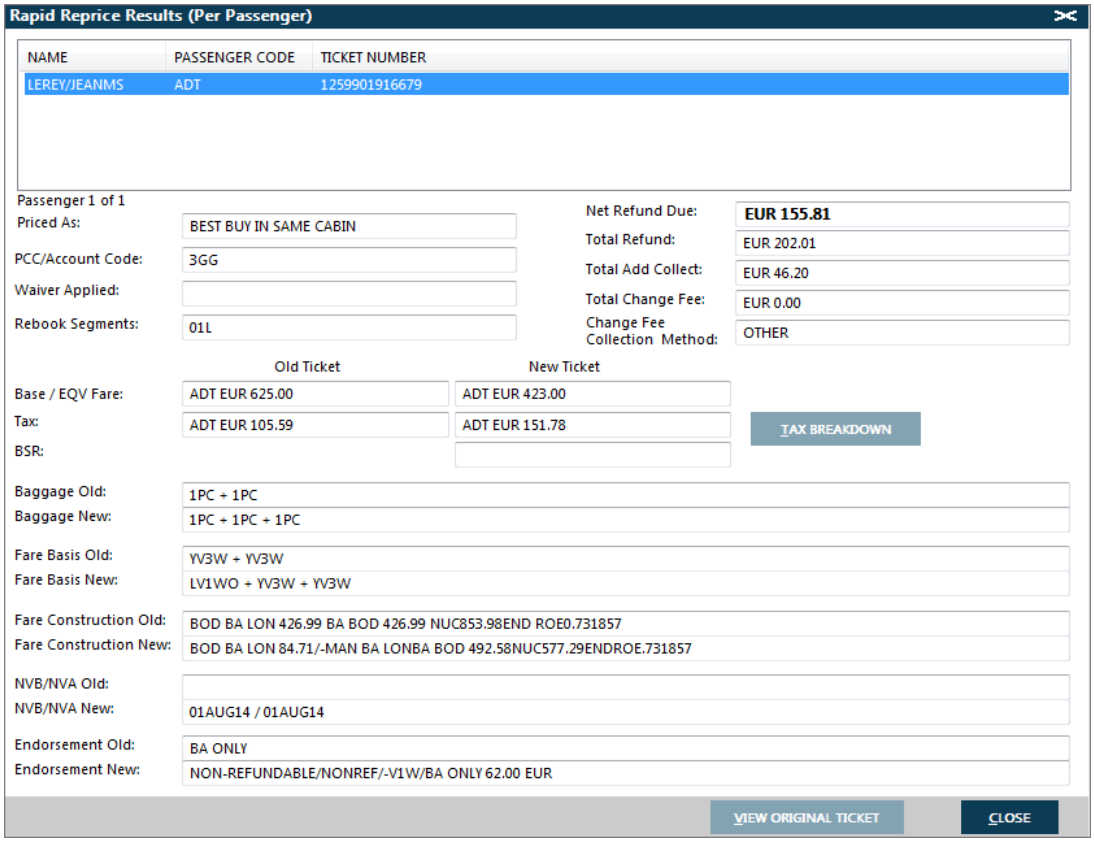
When clicking “Continue”, the Results screen is displayed, showing a refund is due.





The difference in price Old ticket EUR625.00 and new EUR 423.00 refund due is EUR 202.00. However as there is an increase in tax as the passenger is using different airports. The increase in tax is EUR46.19.

In the Detail screen, there is a breakdown of how the Nett Refund amount of 155.81 (the financial impact to the customer) was obtained.

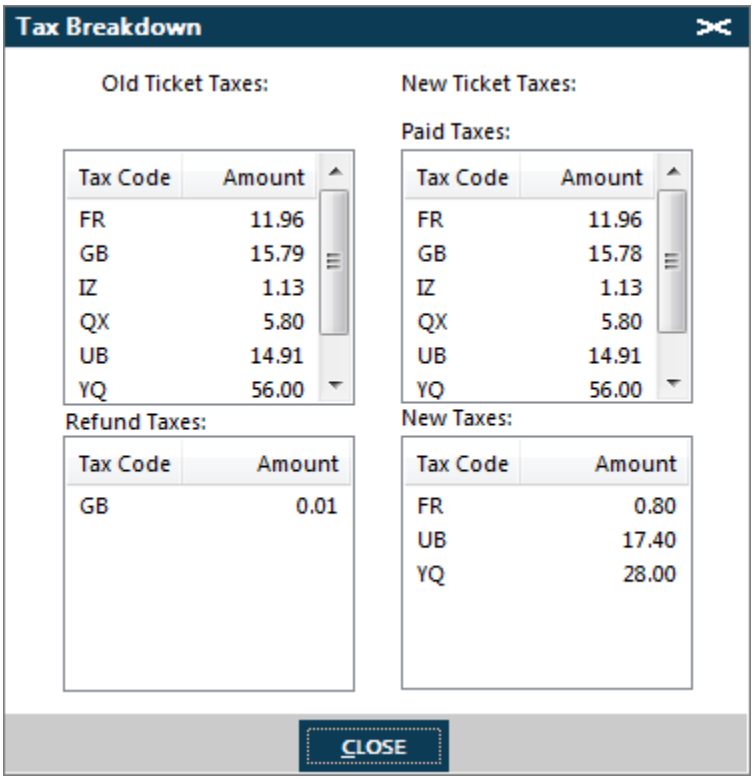


As mentioned previously, the additional collection of EURO 46.20 must be processed first. The Refund of EUR 202.01 will need to be processed using other means as the EMD-S will not be created in this instance.

These two transactions together will produce a Nett Refund of EUR155.81.

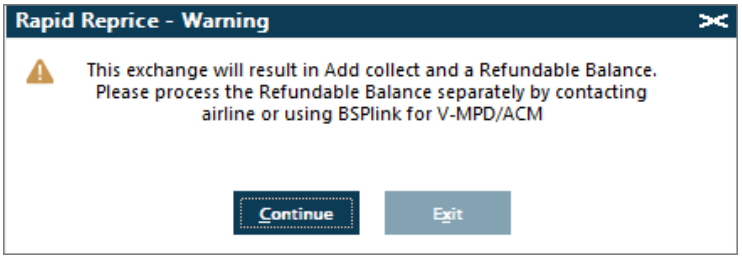
The Nett Refund Due is the difference between the refund and additional collection.

In the “Tax Breakdown” screen the new taxes are displayed:

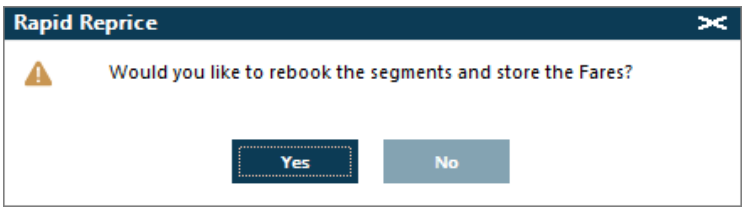


Close out of Tax and Details.

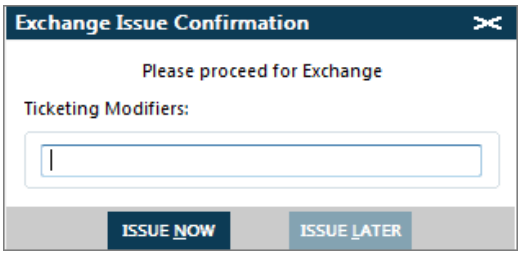
At Continue a prompt appears that a refund is due and that the agent can process this separately by contacting the airline or using BSP link.



At “Continue”, you are prompted to confirm the automated rebook of the segments when new booking codes are required for the new fare.



Once the segments are rebooked you receive the Issue Now or Issue later.



You can continue using the same process as previous examples.

Example 5: Exchange with an Equivalent Amount resulting in a Refundable Amount and New Tax (there is NO EMD-S creation for the Refundable Amount)

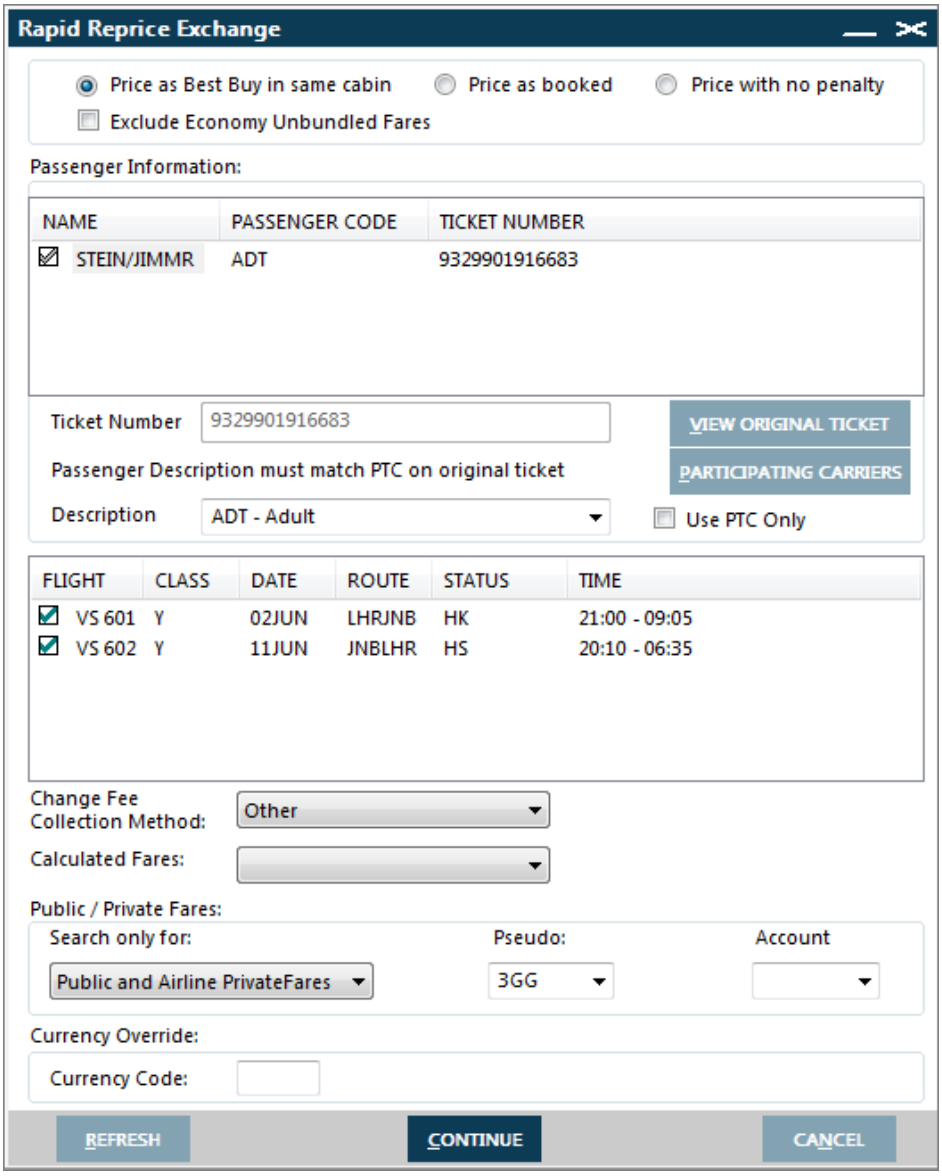
This example is for a booking which was booked and ticketed in the Euro zone, but for a departure in the UK. The reissue MUST be performed in the same currency as the original ticket.

The fare is quoted in GBP with a EURO Equivalent currency. We also use the change fee method of 'Other'.

Original Itinerary:

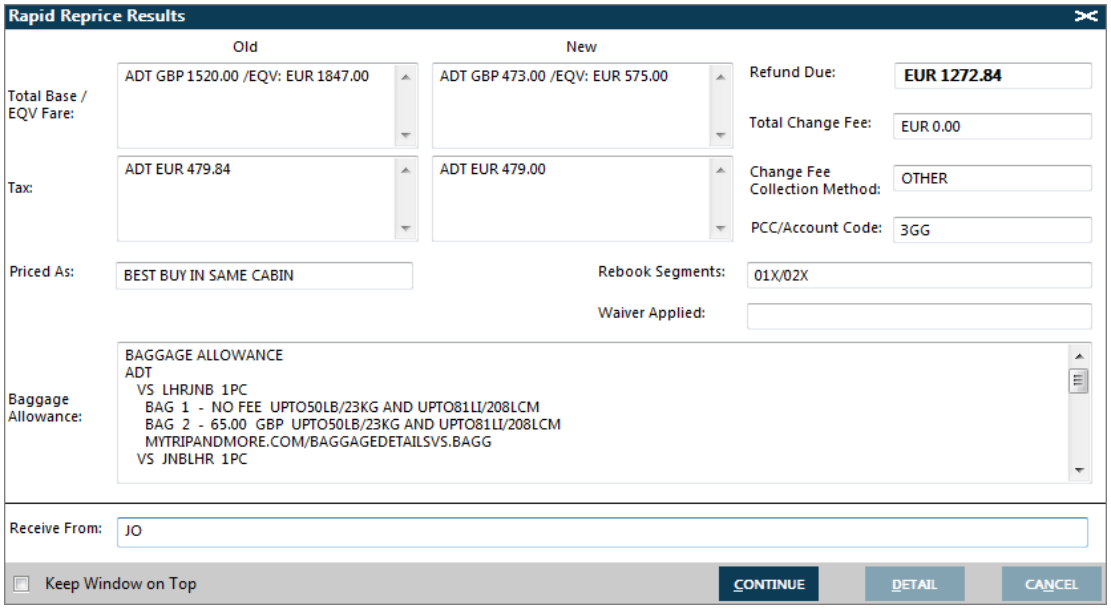
```
1.1STEIN/JIMMR
1. VS  601 Y 02JUN LHRJNB HK1  2100  #0905  O*
2. VS  602 Y 07JUN JNBLHR HK1  2010  #0635  O*
```

The date change is for 4 days later which will result in a Lower fare due to the minimum stay restrictions on the ticket.



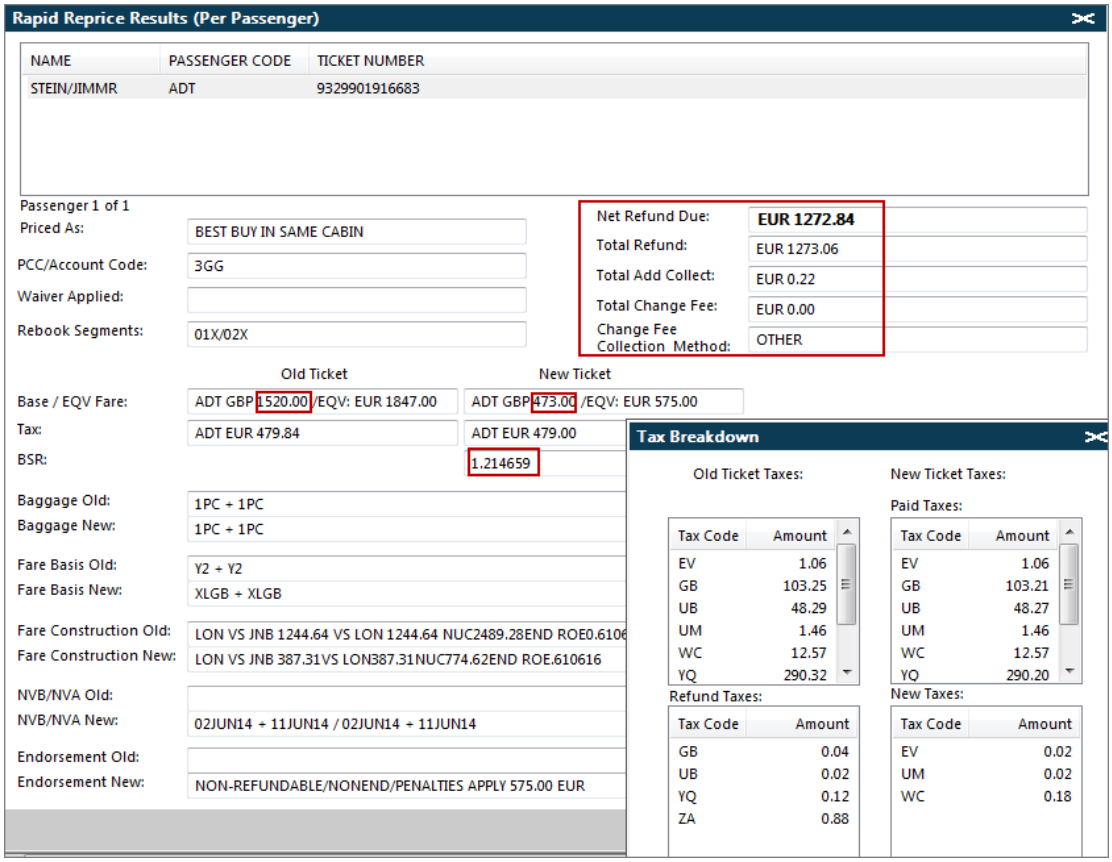
We have selected “Other” as the collection method, if there are any additional charges to be collected. It is your responsibility to ensure you are collecting any additional payments as per the airline’s instruction. If “Other” is selected as the method of collection, it is **not** collected by Travelport Rapid Reprice.

As “Price as Best Buy in same cabin” has been selected, Travelport Rapid Reprice advises it will rebook the segments in the lower class.



Note: The Amounts are in GBP followed by the equivalent amounts in EUR. Also rebook segments 1 and 2 in X class. Refund Due: EURO 1272.84.

Detail screen:



The conversion was processed as follows:

The difference between the old base fare in currency of country of commencement of travel (GBP1520.00) and new base fare in currency of country of commencement of travel (GBP473.00) = GBP1047.00.

The amount was converted into the currency of country of payment (EUR) using current BSR) = 1047.00*1.1214659= 1271.75.

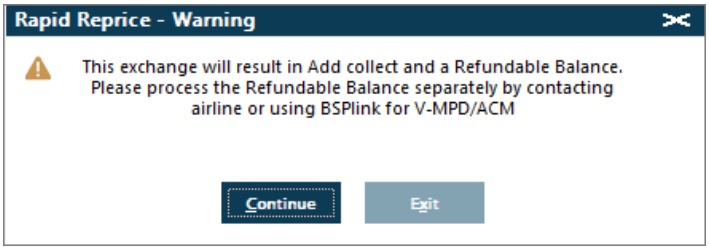
This was then rounded up, as per rounding unit for EUR currency, to EUR1272.00.

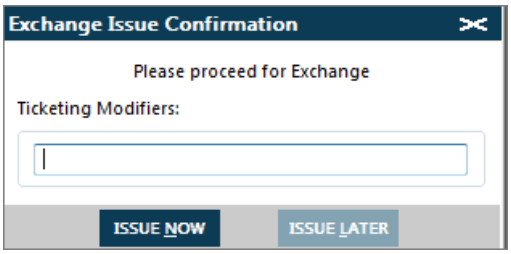
In addition to this, we also have 1.06c of taxes to be refunded, producing a total refund of EUR1273.06.

We also have additional tax of .22c.

Producing the total refund due of EUR1272.84.

Click “Continue”.

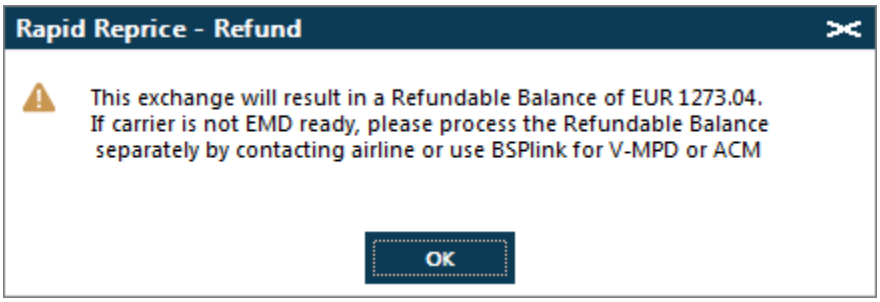




Click “Issue Now”.

When Issue Now is selected, the Travelport Rapid Reprice engine checks that all data is correct to issue the ticket.

Once the “Ticket modifiers are updated” screen appears, click OK.



Clicking “OK” ends the Rapid Reprice process and you will have to manually process the refund to the Value of EUR1273.04.

```
932E9901916671     STEIN/JANMS          0.00A   5.05  1.00    FS
```

Example 6: Exchange Different PTC with Additional Collection and Change Fee collected as Other

The following booking is for two passengers, an adult and a child.

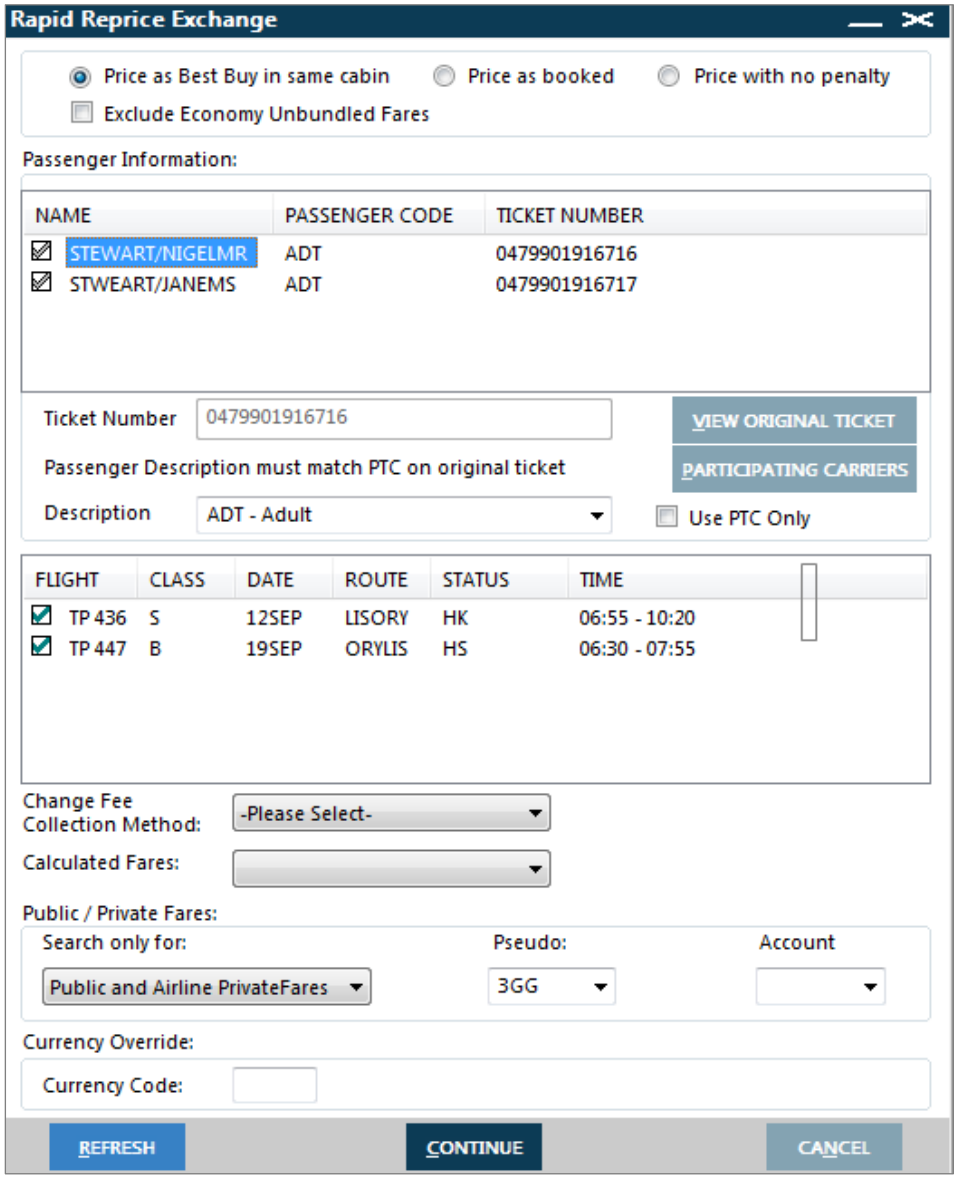
```
1.1STEWART/NIGELMR  2.1STWEART/JANEMS*P-C07
1. TP  436 S 12SEP LISORY HK2  0655   1020  O*
2. TP  447 S 17SEP ORYLIS HK2  0630   0755  O*
```

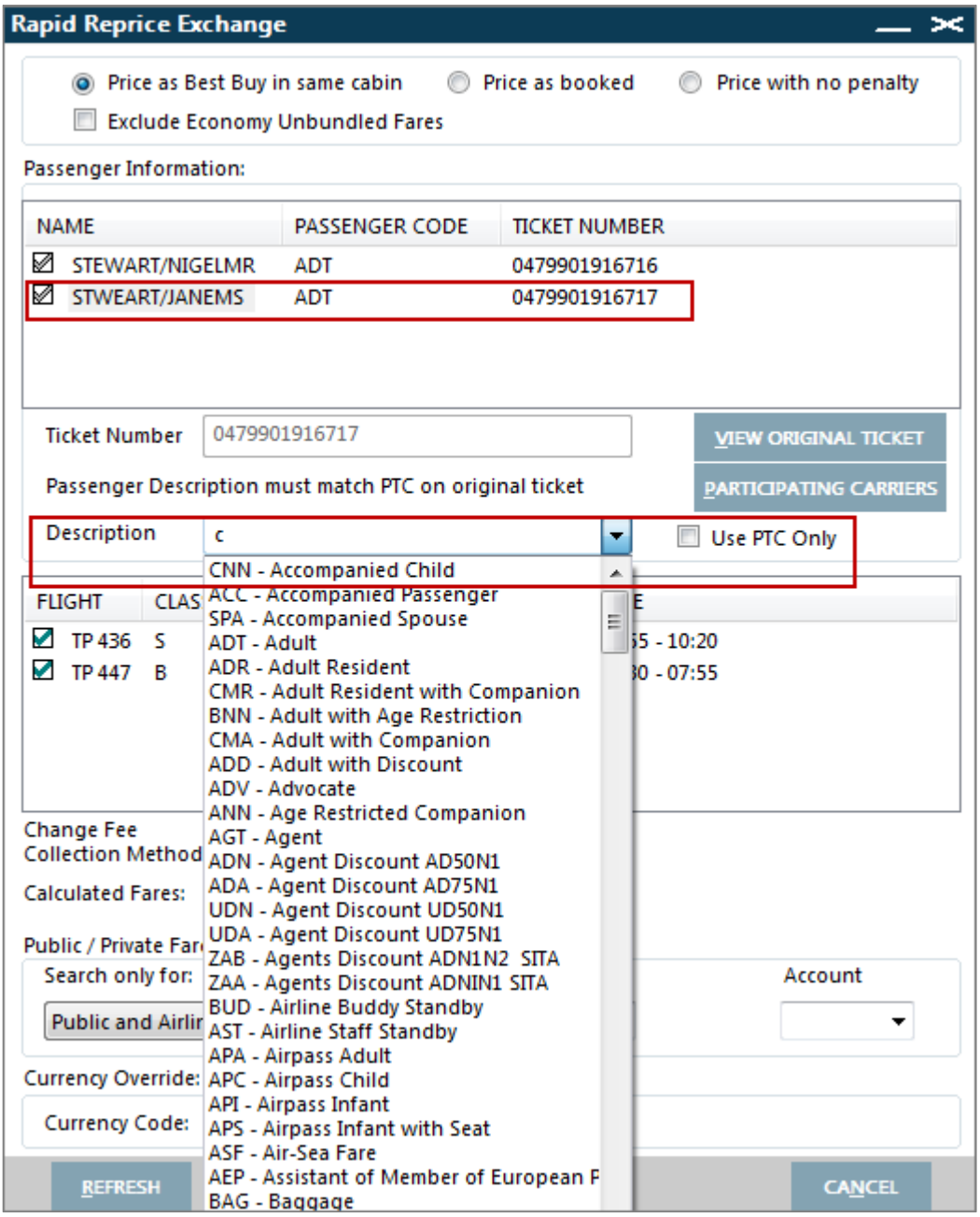
The passengers change the return date:

```
1.1STEWART/NIGELMR  2.1STWEART/JANEMS*P-C07
1. TP  436 S 12SEP LISORY HK2  0655   1020  O*        E FR
2. TP  447 B 19SEP ORYLIS HS2  0630   0755  O         E FR
```

There is an additional collection due to a change to a higher class and also a change fee.

The passengers need to change the return date, but the existing class is unavailable, so they need to upgrade to B class. There is also a change fee for the adult and child.





Currently when a segment is changed, the Filed Fare that was used for the original ticket becomes inactive (I) and Galileo Rapid Reprice is unable to display the correct PTC and therefore defaults to ADT. You must manually change it back to the original PTC.

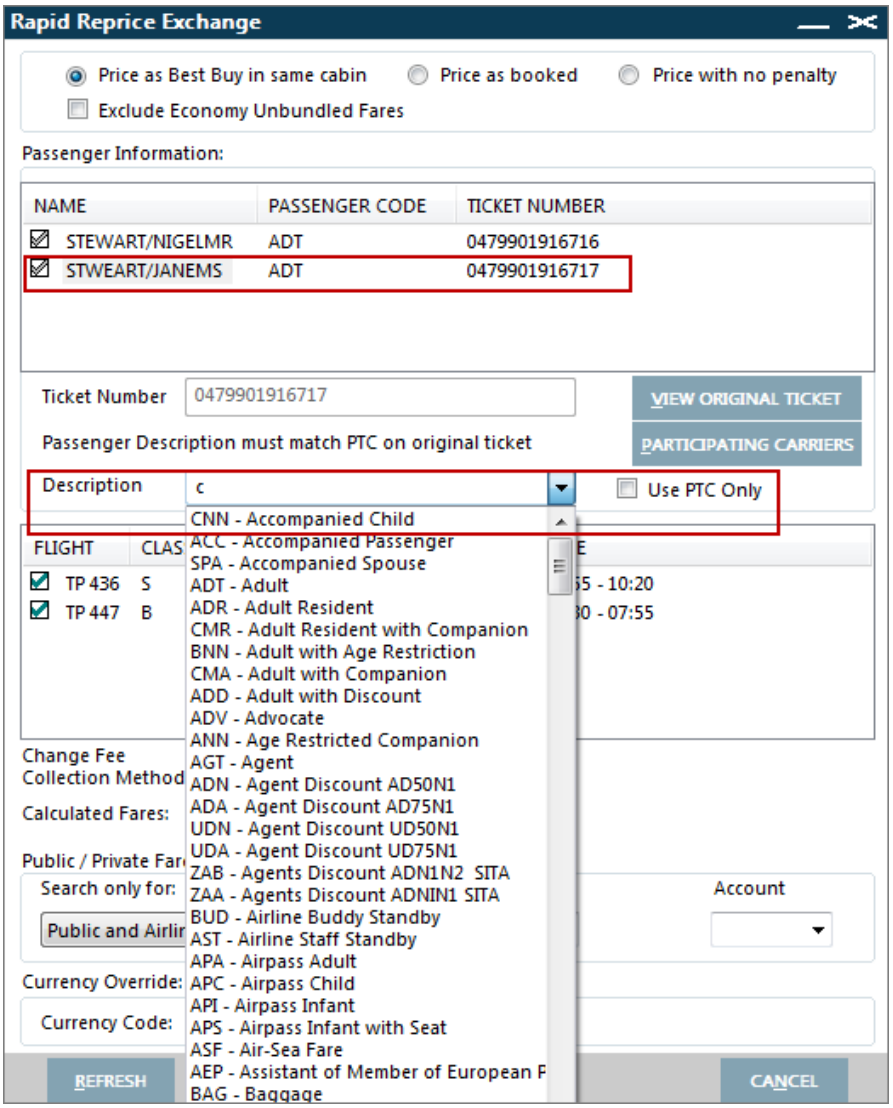
The Passenger Type must match the PTC on the original ticket for each passenger.

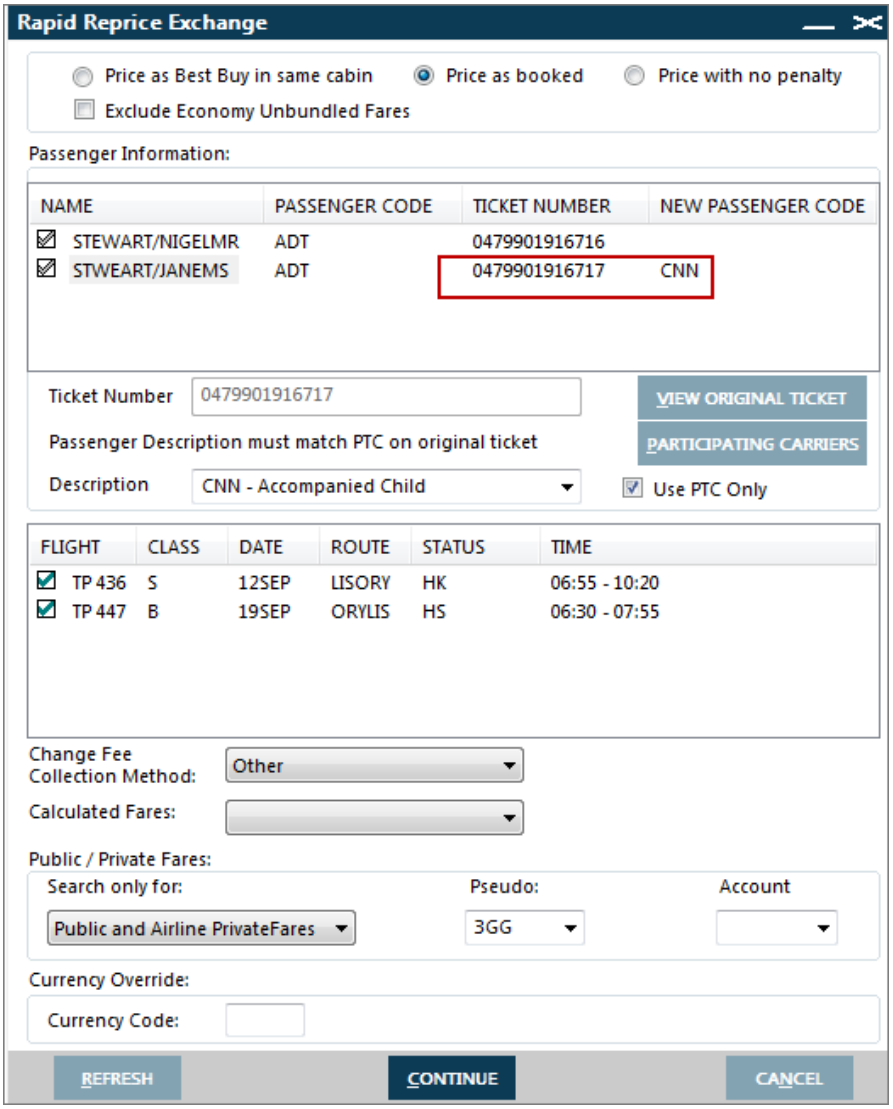
If the Filed Fare has been deleted because of changes to the Booking File, you must adjust the PTC from the ADT default and change it to the applicable PTC for the passenger, as shown in the following example.

Click on the Name of the second passenger until you see the ticket matching the ticket number in the box.

Click in to the description and type “C” this will bring all the passenger type codes starting with the letter “C”.

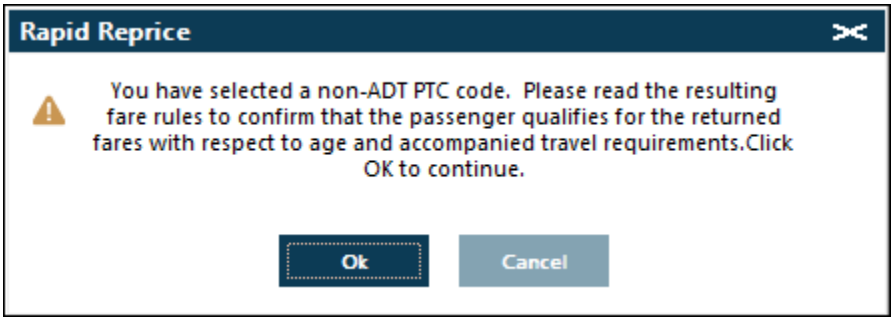
CNN is listed first so it can be clicked to select this passenger type.





Note: Under Passenger type it relates to ADT and on the right it is recognizing CNN as the New Passenger Type code.

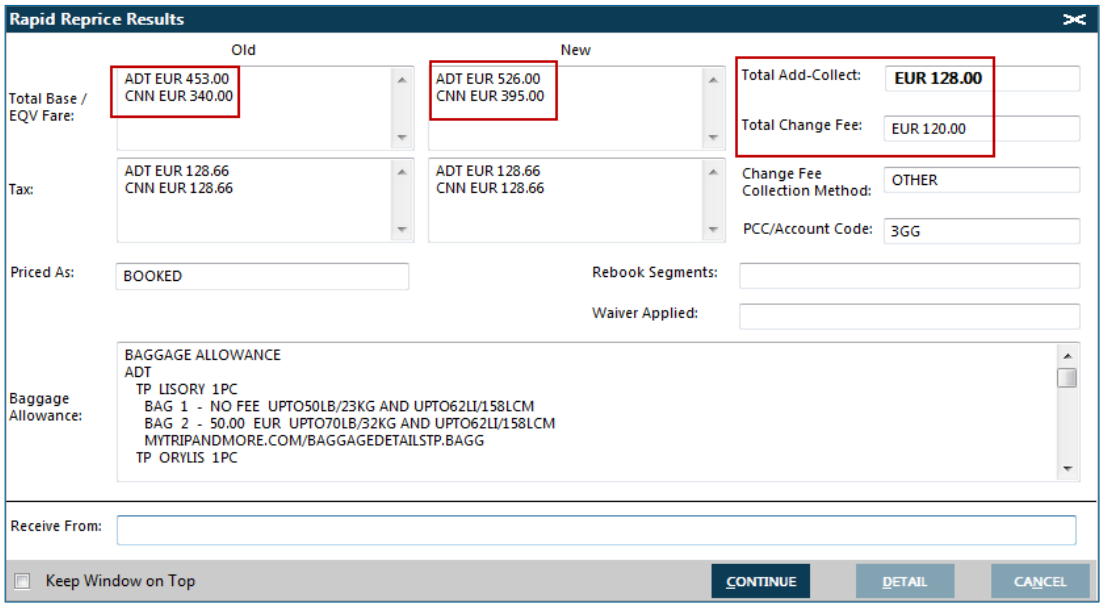
When other than an ADT PTC is included in the request, the following prompt is displayed:



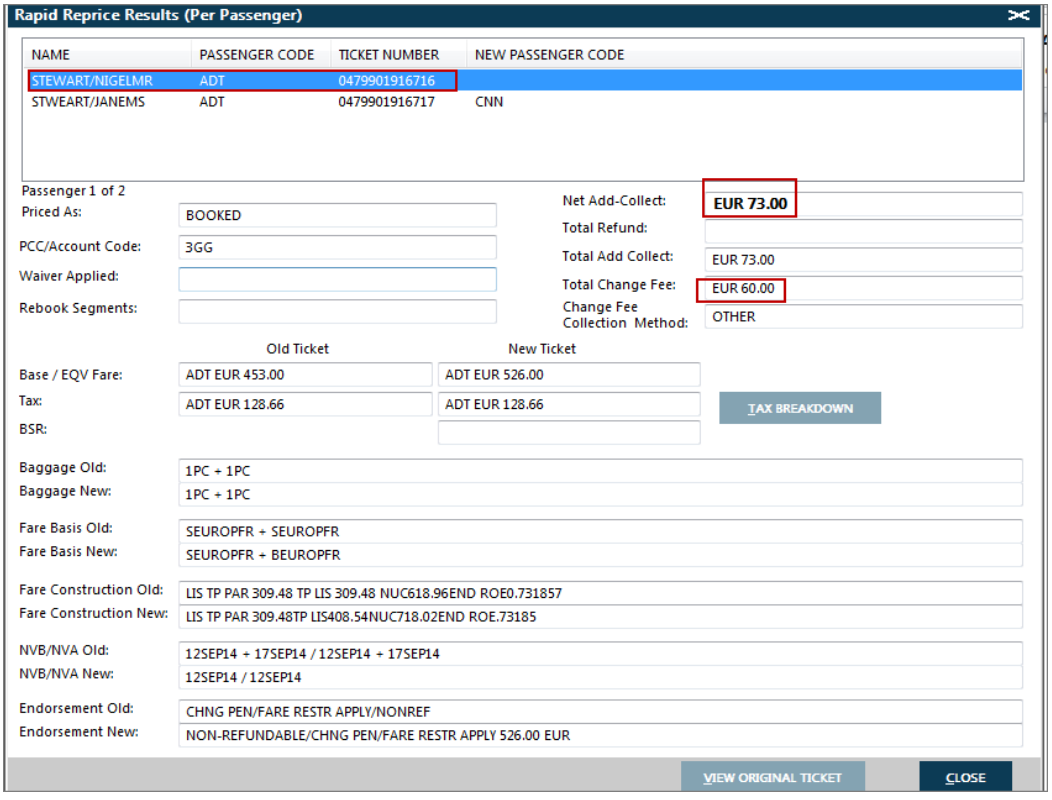
This is not an error, but an alert to ensure you are aware that this is a non-adult PTC and that rules should be read regarding the age requirements.

The rates below include the Old and New ticket price for ADT and CNN.

Results Screen:

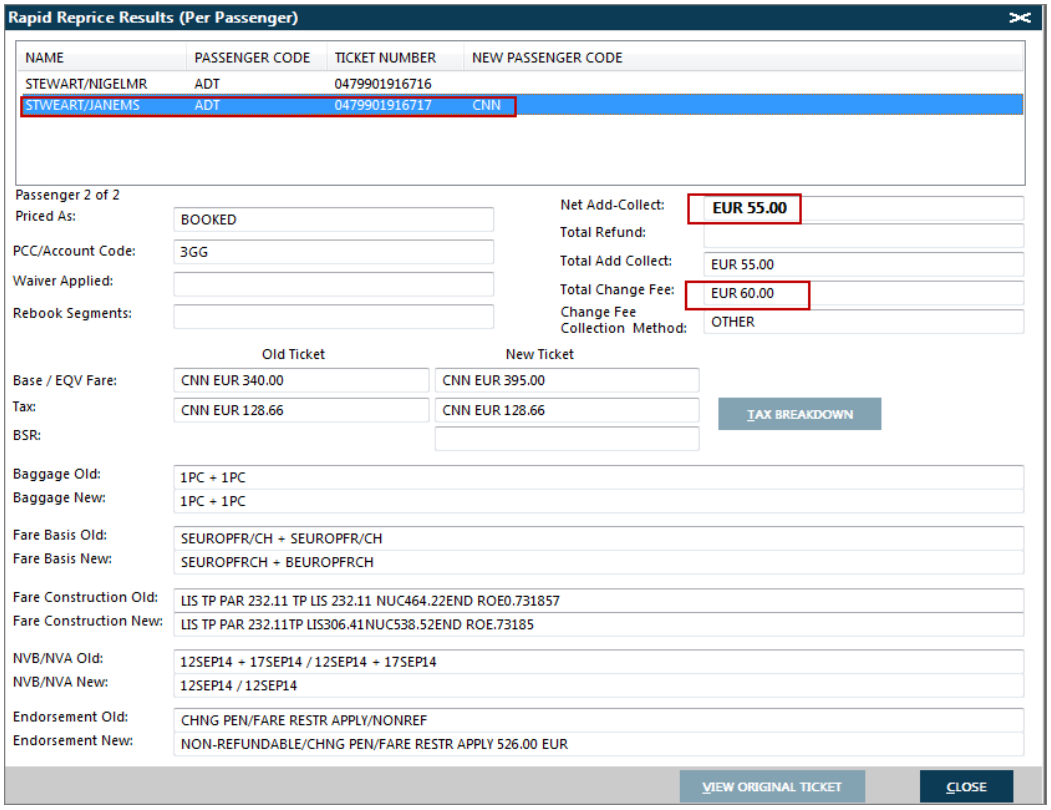


Travelport Rapid Reprice recalculates the new fare for the Adult and Child fare and calculates the total add collect. The total change fee includes the Adult change fee and the Child discounted change fee if it is applicable.



Click on “Detail” to see individual passenger breakdown of the fare. Then “Close” to return to results screen.

Click on the child ticket number or name to see the breakdown of the fare. You can see that the child additional collection amount is displayed.

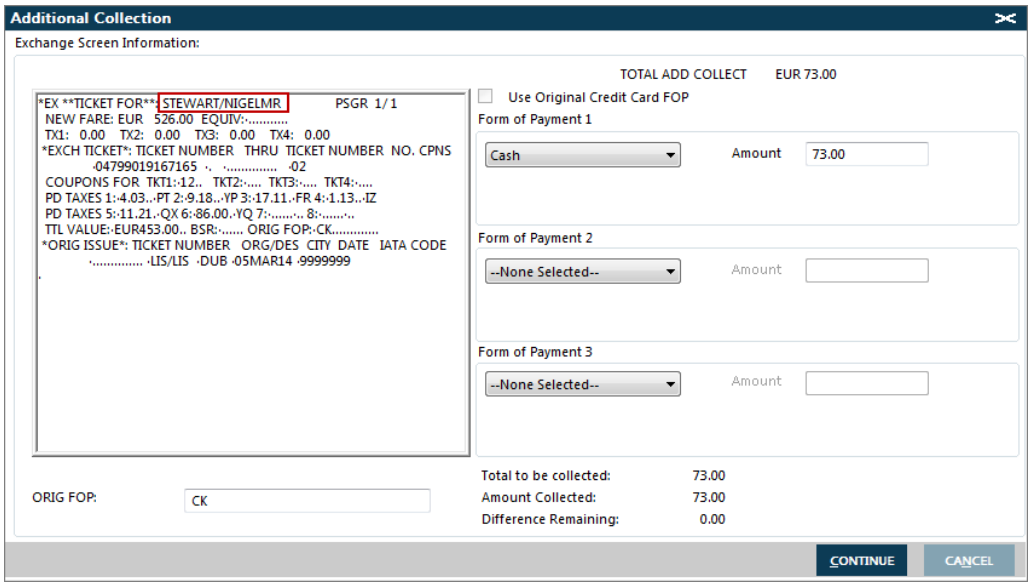


Click “Close” to return to the results screen.

Click “Continue”, Travelport Rapid Reprice will prepare to issue the tickets for the adult and child.

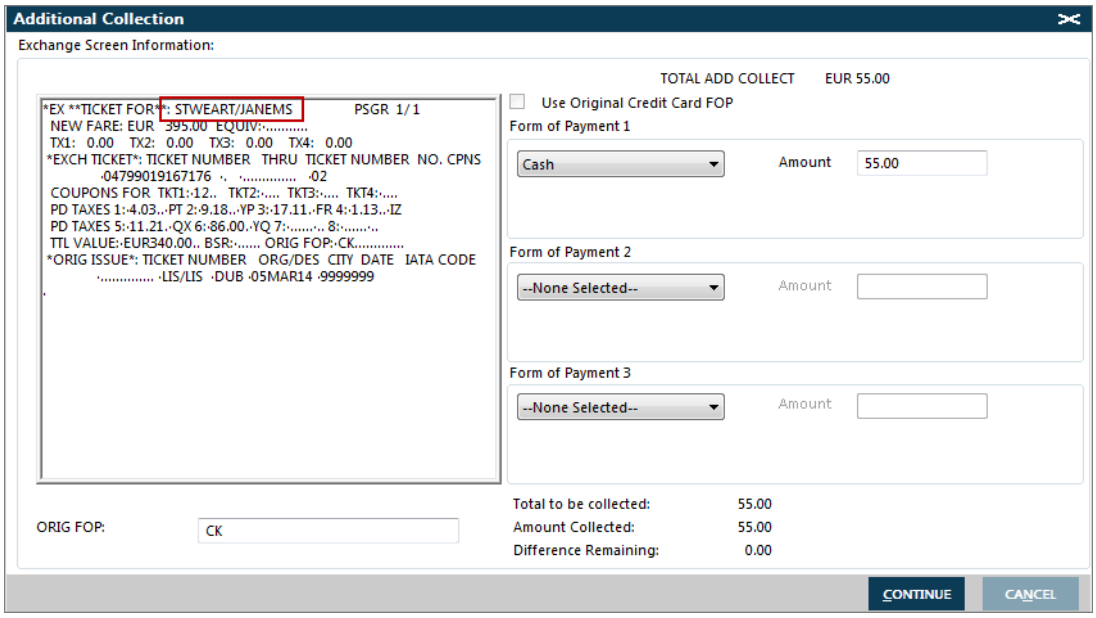
The ‘Issue Now’ or ‘Issue Later’ prompt appears and we choose’ Issue Now’.

This moves on to the Additional Collection screen for the first passenger.

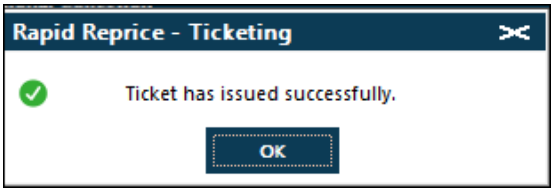


Accept the Form of payment.

Click “Continue” to bring up the second Passenger.



The default Form of payment is Cash click “Continue” if this is the same method.



We have issued the ticket but don’t forget it is your responsibility to collect the change fee as a separate process as you have chosen “Other” as the method to collect the change fee.

Example 7: Exchange with Multiple Filed Fares

In this example the passenger has changed the return date of the Trans-Atlantic sector. The return was to be the 1ST November and it’s now changed to the 2nd November. The first ticket record is the transatlantic sectors 1 and 4 and second Ticket record is the internal US sectors 2 and 3.

Display the Ticket records to ensure the status is “OPEN”.

Original Itinerary:

```
1.1JOHNSON/MIKEMR
1. DL   39 Q 12OCT LHRATL HK1  0930   1409  O*        E SU
2. DL    7 K 16OCT ATLMIA HK1  0735   0929  O*        E TH
3. DL  566 K 22OCT MIAATL HK1  1130   1328  O*        E WE
4. DL   20 Q 01NOV ATLLHR HK1  1835  #0705  O*        E SA/SU
```

New Itinerary:

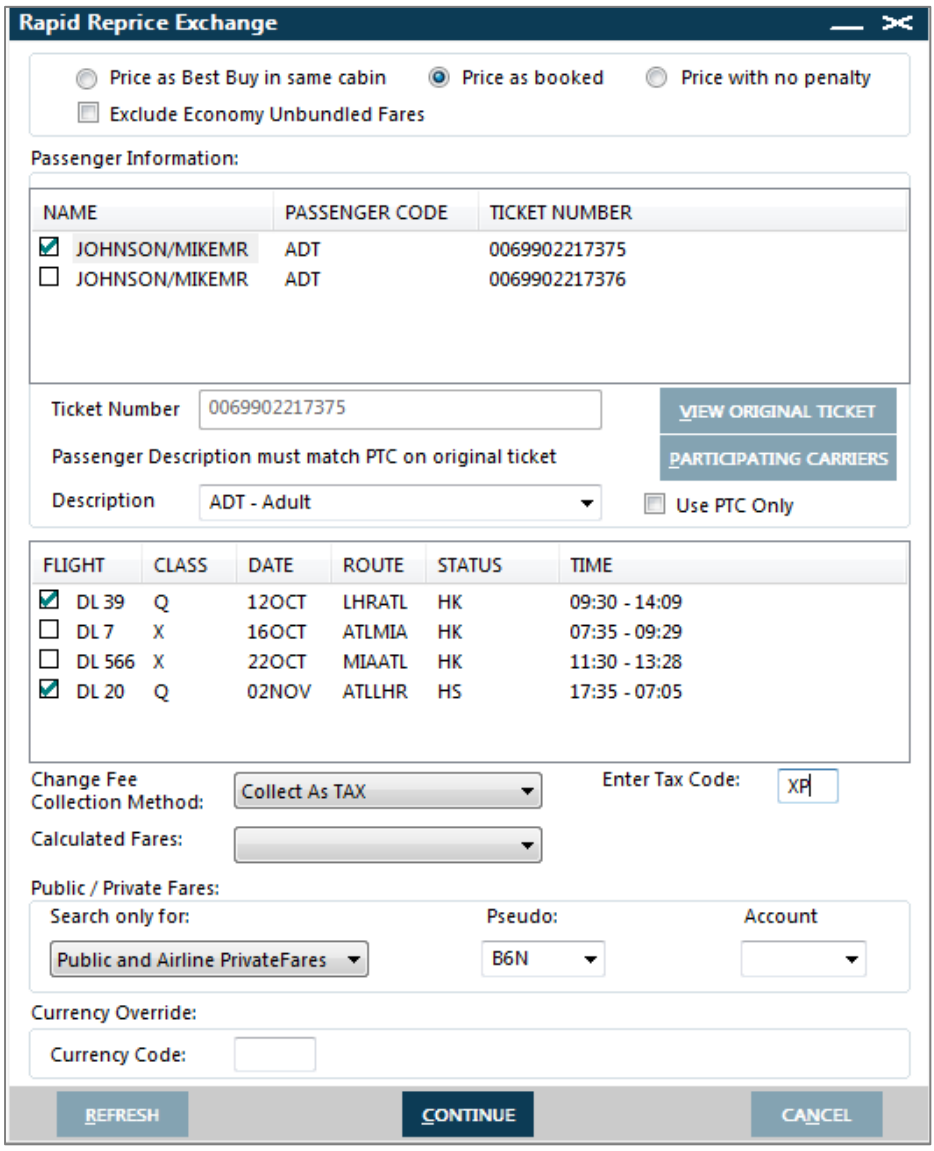
```
  1.1JOHNSON/MIKEMR
  1. DL   39 Q 12OCT LHRATL HK1  0930   1409  O*        E SU
  2. DL    7 K 16OCT ATLMIA HK1  0735   0929  O*        E TH
  3. DL  566 K 22OCT MIAATL HK1  1130   1328  O*        E WE
  4. DL   20 Q 02NOV ATLLHR HS1  1735  #0705  O         E SU/MO
```

```
           NAME              TICKET NUMBER
>*TE001·   JOHNSON/MIKEMR    0069902217375
>*TE002·   JOHNSON/MIKEMR    0069902217376
```

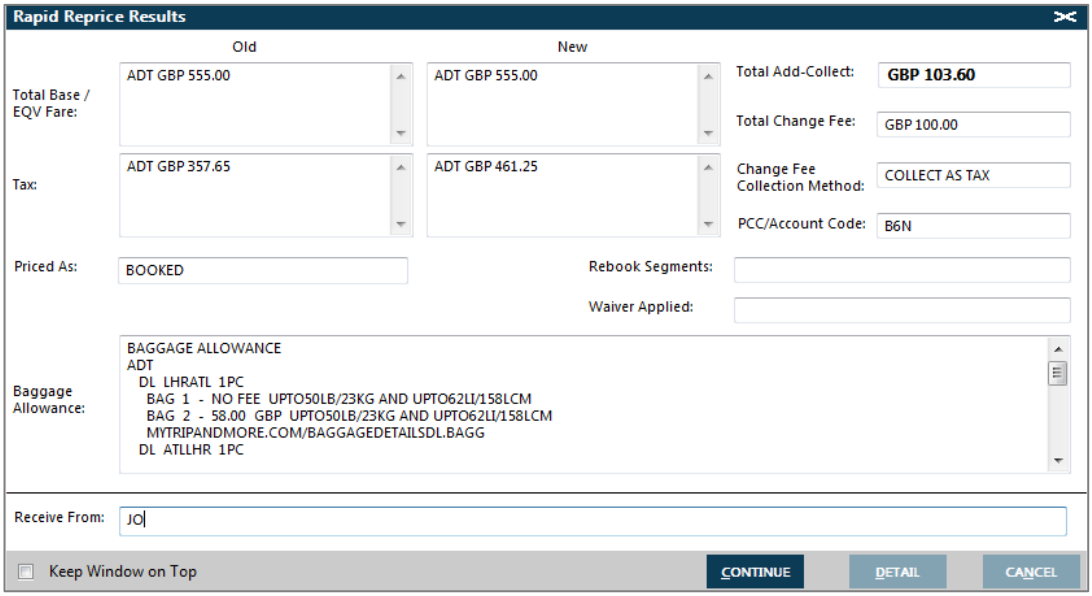
We start the Rapid Reprice Process.

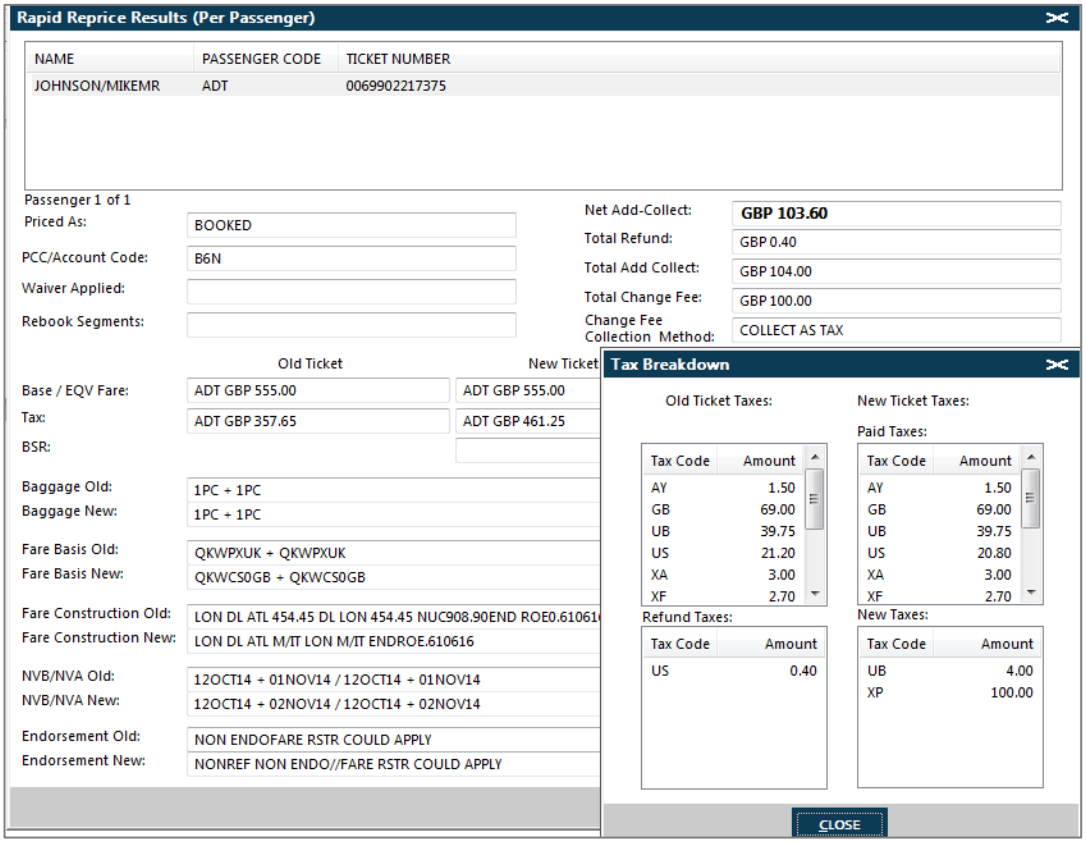
This itinerary is to be priced as “Price as Best Buy in same cabin”. To ensure the system quotes the Best Buy in same cabin for ONLY sectors 1 and 4, it is necessary to de-select sectors 2-3.

We also need to de-select the ticket that we do not require, in the Passenger Information field.

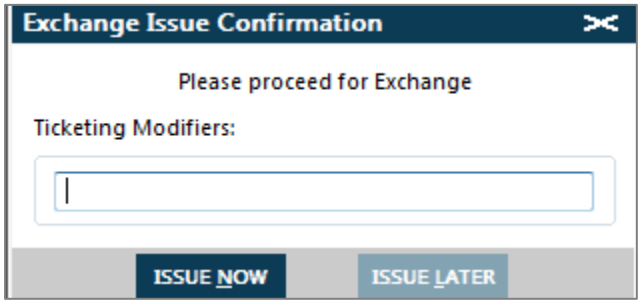


Results Screen:

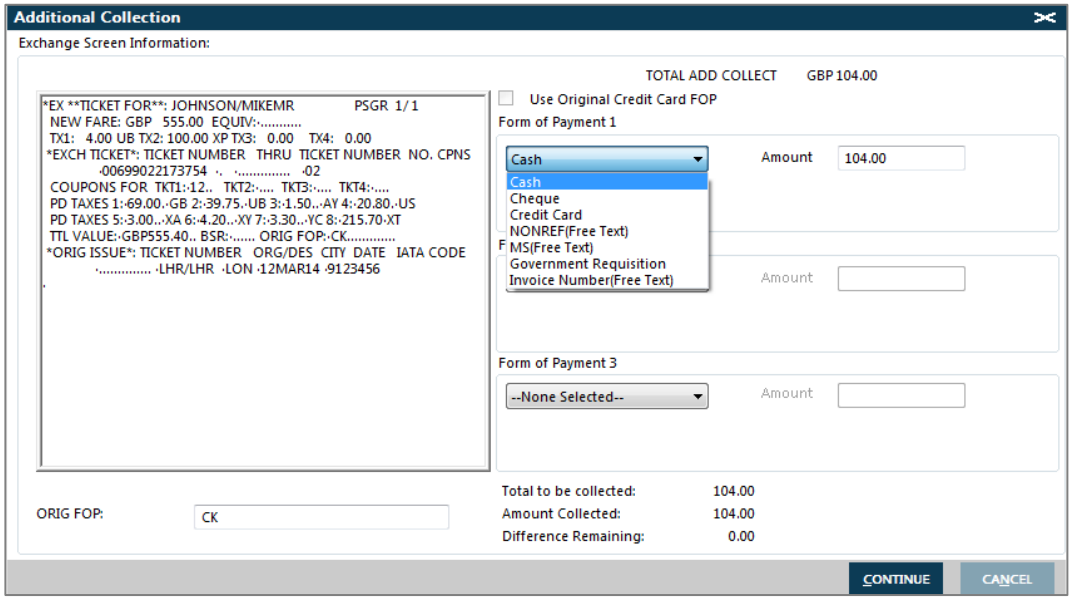




Click on “Details” and “Tax Breakdown” to view details of the Additional collection.



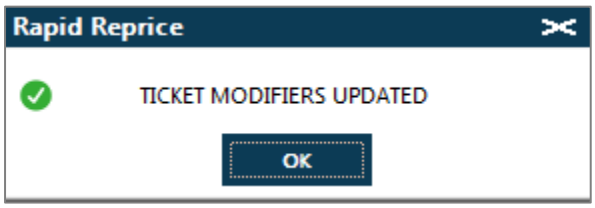
Click “Issue Now”.

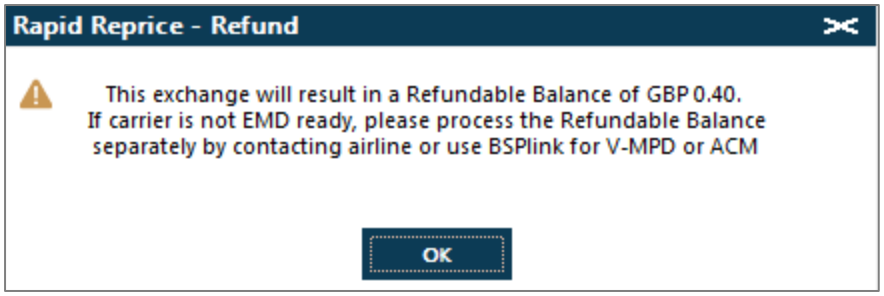


After clicking on “Issue Now” the additional Collection screen is displayed. Cash is the default as this was what was used in the original issue of the ticket.

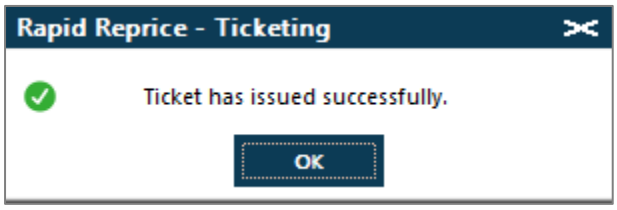
The Form of Payment is Cash by default, but it can be changed by selecting other options in the dropdown.

Once this form of payment is completed, click “Continue” and the ticket will be issued for the selected segments and ticket. The prompt “Ticket modifiers updated” is displayed and accepted.





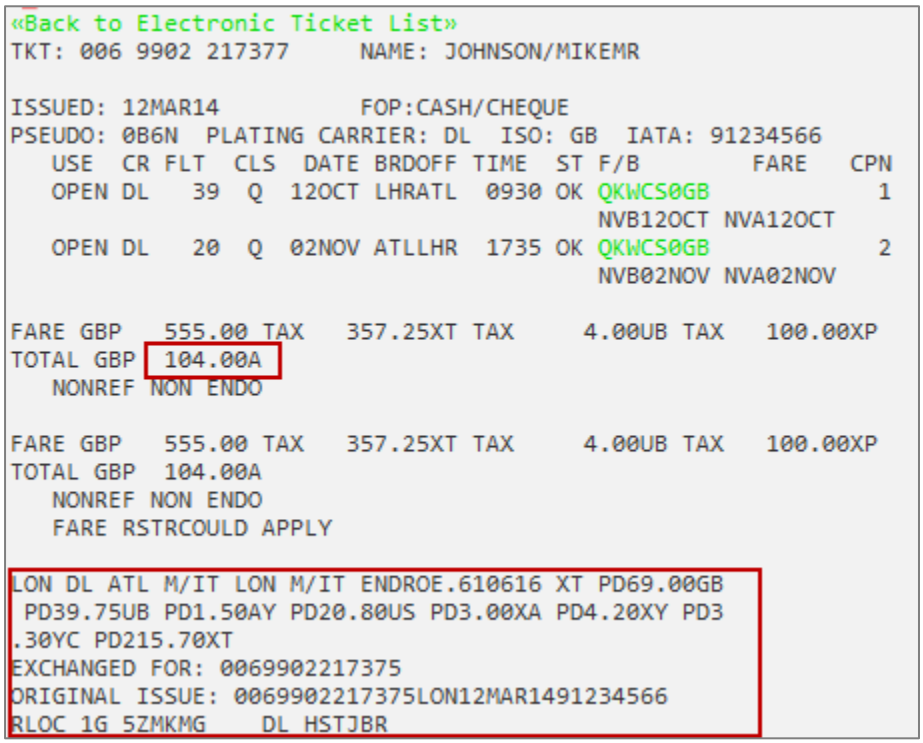
Click OK



***HTE**

The details are for the exchange of the transatlantic ticket.

Note: If the internal flight in the US needs to be changed you would follow the same process of de-selecting the non-relevant filed fares and segments.



Example 8: Exchanges to Partially Flown E-TKTS

The outbound portion LHR-JNB has been used.

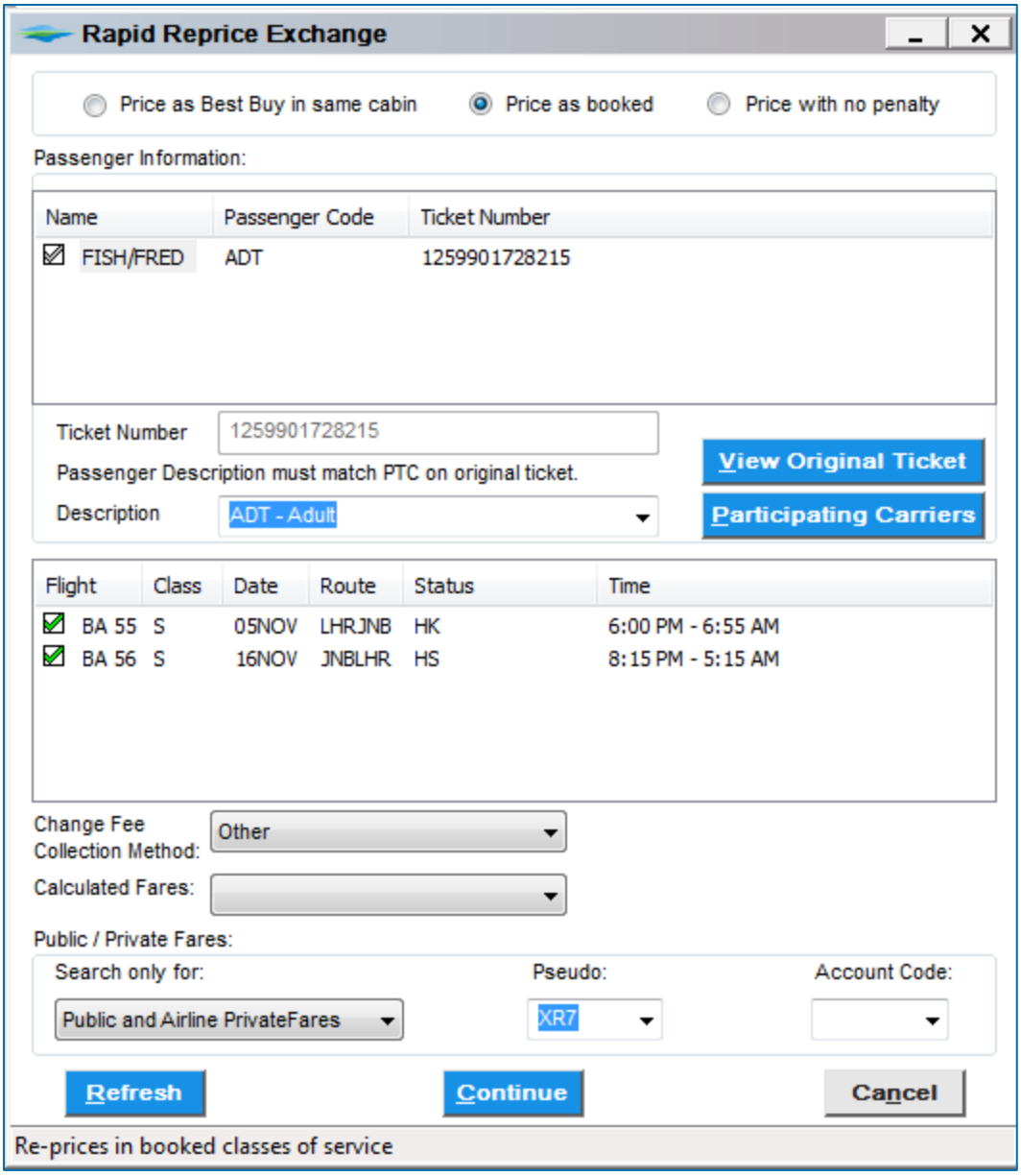
The passenger is now in Johannesburg and wants to change his return to the following day.

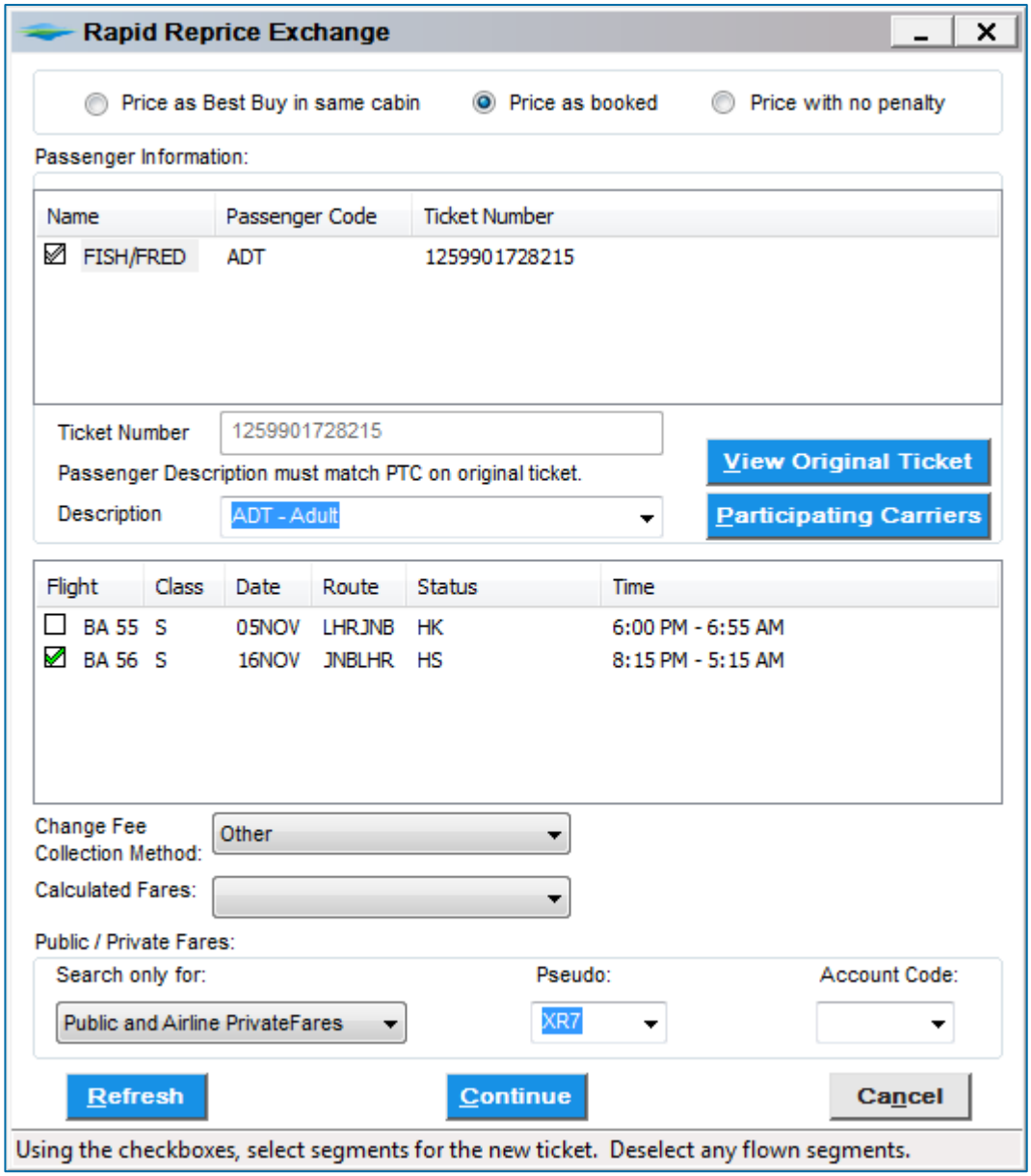
The Booking File begins with Segment Number 2.

The flown segment will not be shown on the Request Screen, unless the flight has not yet moved to history.

Note: Flights generally move to history two days after they are flown.

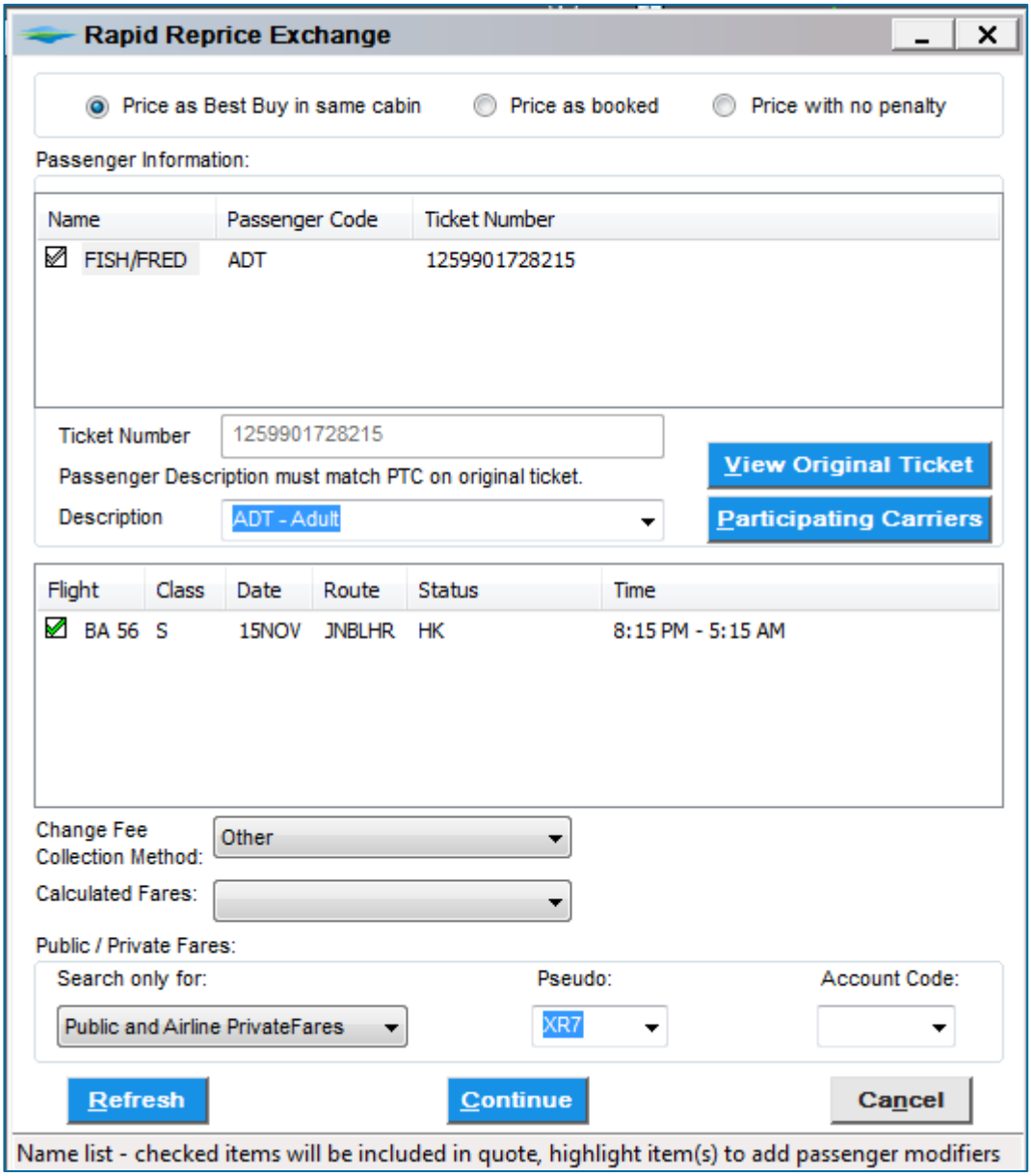
This is the journey before the outbound segment has moved into the history and the return segment has been changed.





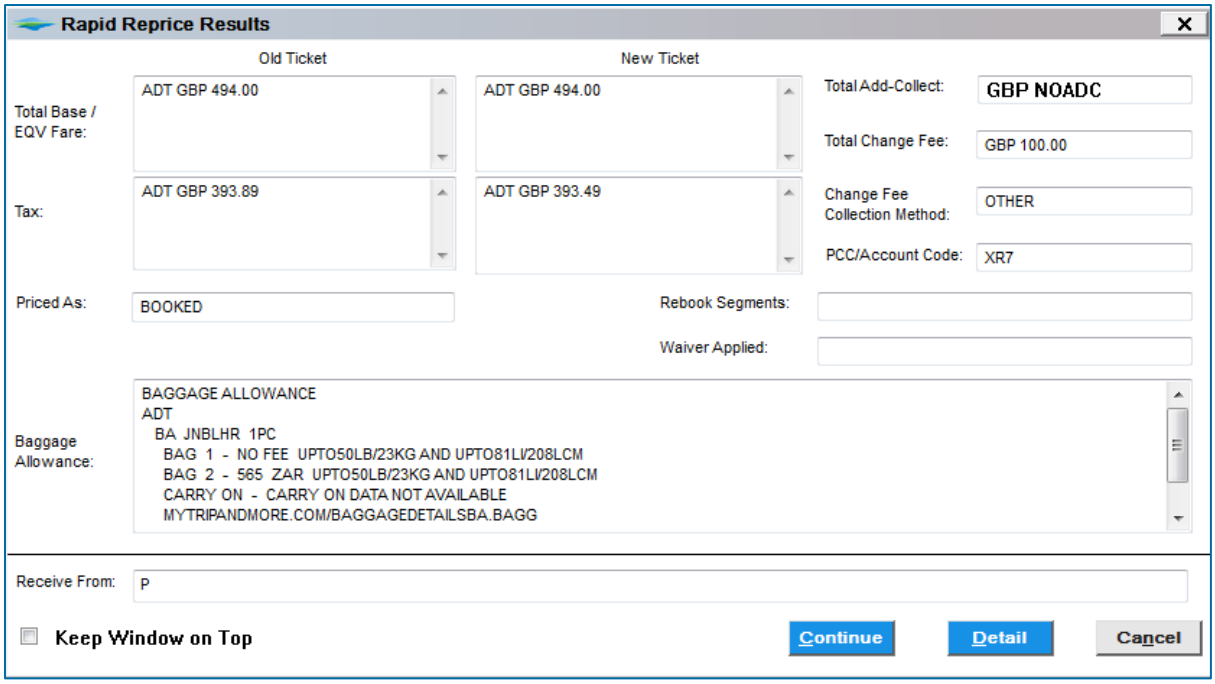
If the flown segment is still in the Booking File, you must de-select/un-tick the flown segment.

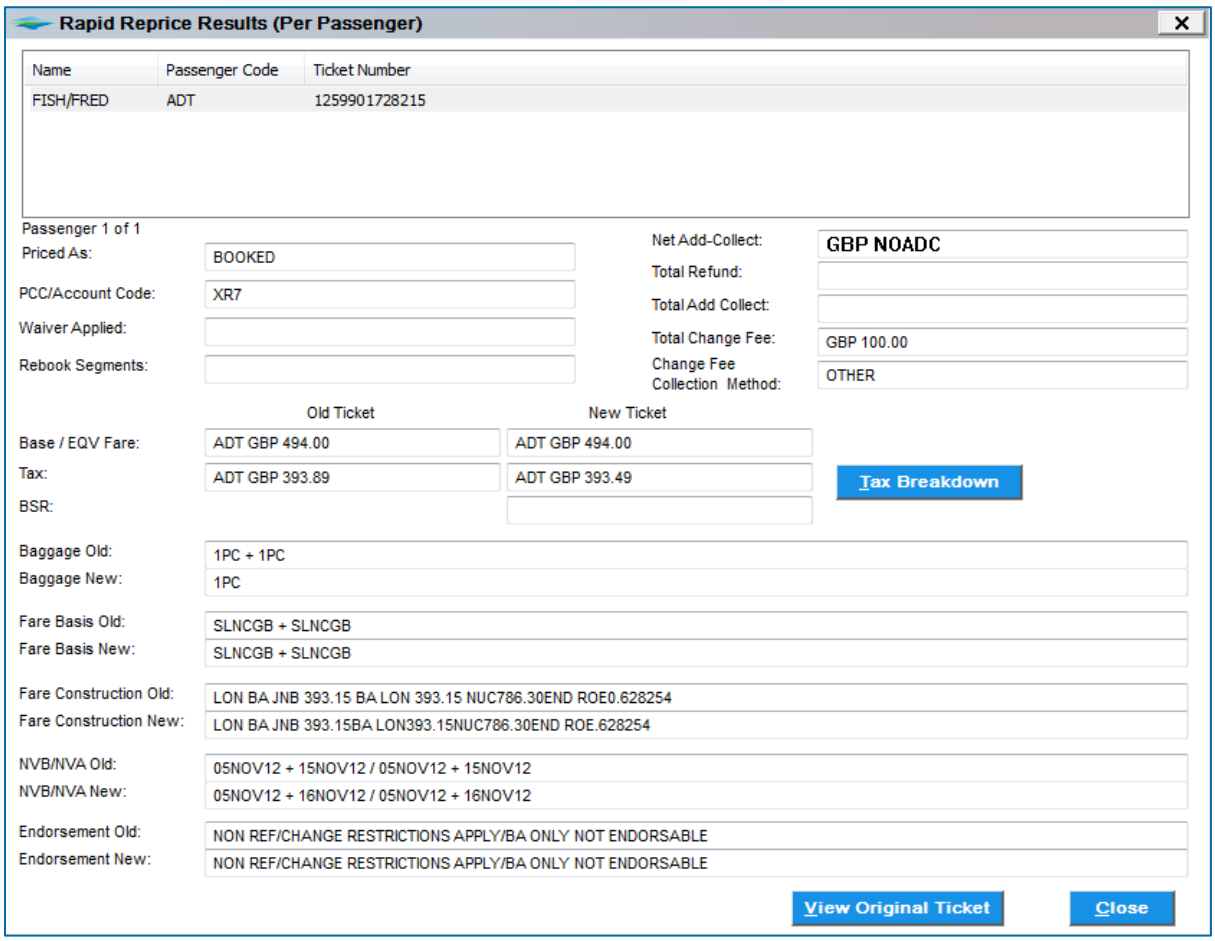
The following screen shot is the changed return segment ready for Rapid Reprice:

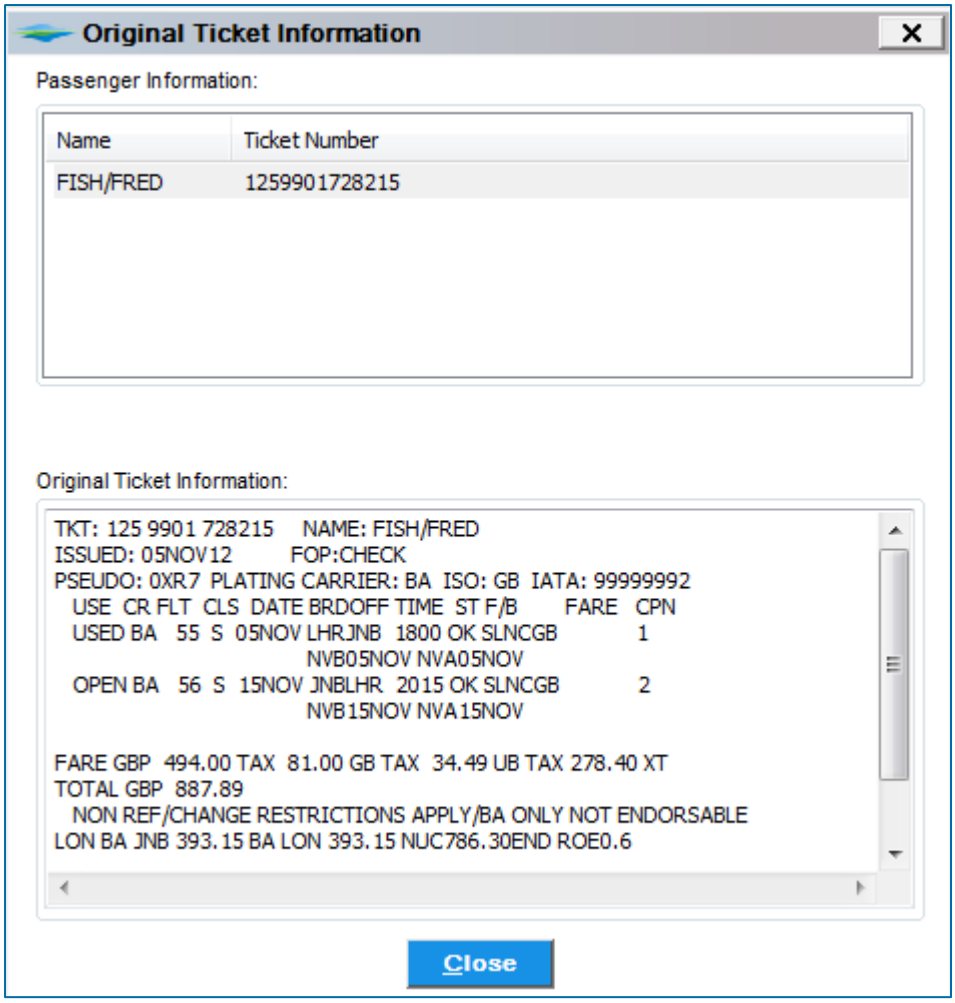


The application will read the flown segments from the E-TKT, and the new segments indicated on the Request Screen.

Travelport Rapid Reprice will calculate the fare from the point of origin on the ticket and return the results, considering Cat 31 rules, and display the results for the entire new ticket, including the flown segments.


Rapid Reprice Results
Old Ticket
New Ticket
Total Base / EQV Fare:
ADT GBP 494.00
ADT GBP 494.00
Tax:
ADT GBP 393.89
ADT GBP 393.49
Total Add-Collect:
GBP NOADC
Total Change Fee:
GBP 100.00
Change Fee Collection Method:
OTHER
PCC/Account Code:
XR7
Priced As:
BOOKED
Rebook Segments:
Waiver Applied:
Baggage Allowance:
BAGGAGE ALLOWANCE
ADT
BA JNBLHR 1PC
BAG 1 - NO FEE UPTO50LB/23KG AND UPTO81LI/208LCM
BAG 2 - 565 ZAR UPTO50LB/23KG AND UPTO81LI/208LCM
CARRY ON - CARRY ON DATA NOT AVAILABLE
MYTRIPANDMORE.COM/BAGGAGEDETAILSBA.BAGG
Receive From:
P
Keep Window on Top
Continue
Detail
Cancel


Rapid Reprice Results (Per Passenger)
Name
Passenger Code
Ticket Number
FISH/FRED
ADT
1259901728215
Passenger 1 of 1
Priced As:
BOOKED
PCC/Account Code:
XR7
Waiver Applied:
Rebook Segments:
Net Add-Collect:
GBP NOADC
Total Refund:
Total Add Collect:
Total Change Fee:
GBP 100.00
Change Fee Collection Method:
OTHER
Old Ticket
New Ticket
Base / EQV Fare:
ADT GBP 494.00
ADT GBP 494.00
Tax:
ADT GBP 393.89
ADT GBP 393.49
BSR:
Tax Breakdown
Baggage Old:
1PC + 1PC
Baggage New:
1PC
Fare Basis Old:
SLNCGB + SLNCGB
Fare Basis New:
SLNCGB + SLNCGB
Fare Construction Old:
LON BA JNB 393.15 BA LON 393.15 NUC786.30END ROE0.628254
Fare Construction New:
LON BA JNB 393.15BA LON393.15NUC786.30END ROE.628254
NVB/NVA Old:
05NOV12 + 15NOV12 / 05NOV12 + 15NOV12
NVB/NVA New:
05NOV12 + 16NOV12 / 05NOV12 + 16NOV12
Endorsement Old:
NON REF/CHANGE RESTRICTIONS APPLY/BA ONLY NOT ENDORSABLE
Endorsement New:
NON REF/CHANGE RESTRICTIONS APPLY/BA ONLY NOT ENDORSABLE
View Original Ticket
Close



"Close" this window to return to the "Results" screen, and add a Received From value.

Click on "Continue" to display the Issue Now or Issue Later prompt.

You can continue with the completion of this exchange referring to previous examples.

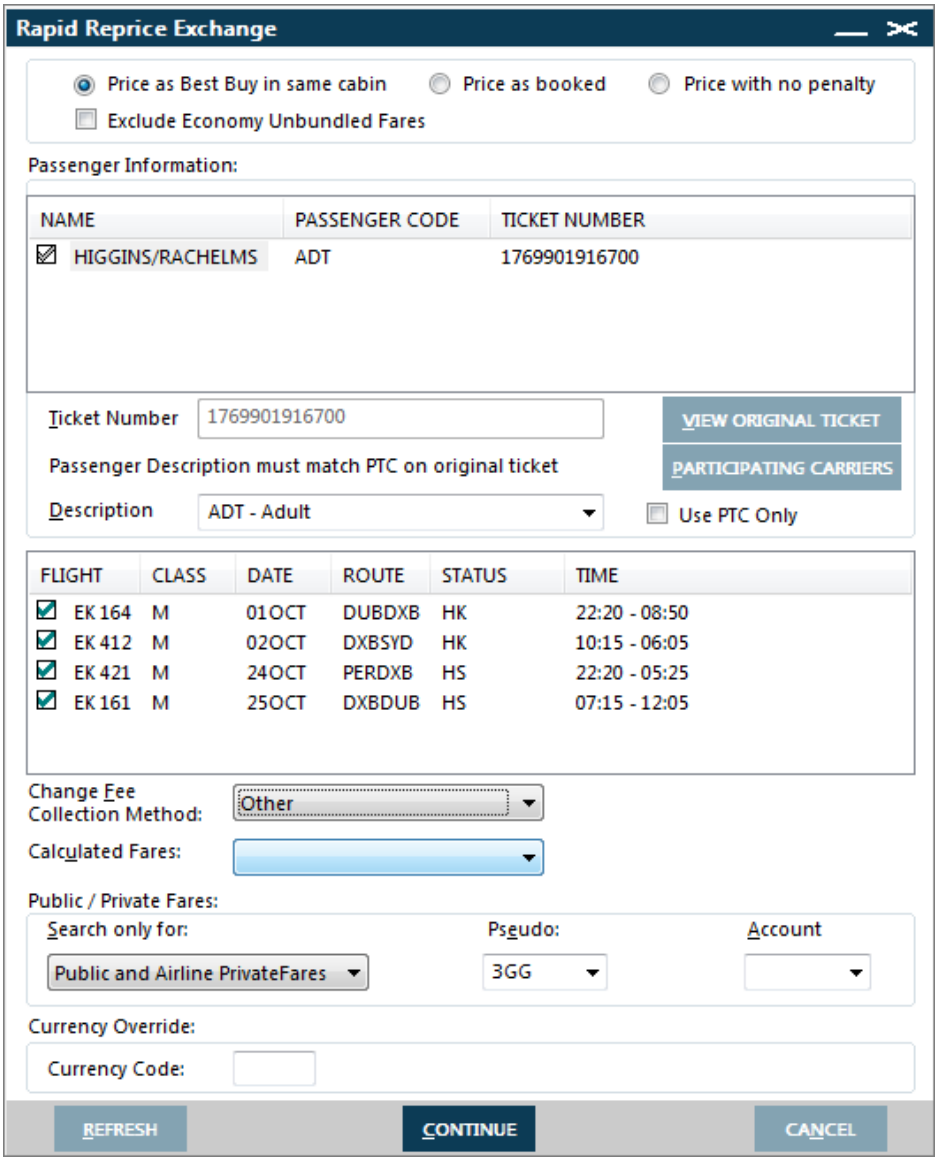
Example 9: Exchange Conjunctive Tickets

When reissuing a conjunctive ticket the procedure is exactly the same. Travelport Rapid Reprice will pick up the ticket number and apply the details from there.

```
1.1HIGGINS/RACHELMS
1. EK  164 M 01OCT DUBDXB HK1  2220  #0850  O*        E WE/TH1
2. EK  412 M 02OCT DXBSYD HK1  1015  #0605  O*        E TH/FR1
3.    ARNK
4. EK  421 M 24OCT PERDXB HS1  2220  #0525  O         E FR/SA3
5. EK  161 M 25OCT DXBDUB HS1  0715   1205  O         E SA  3
```

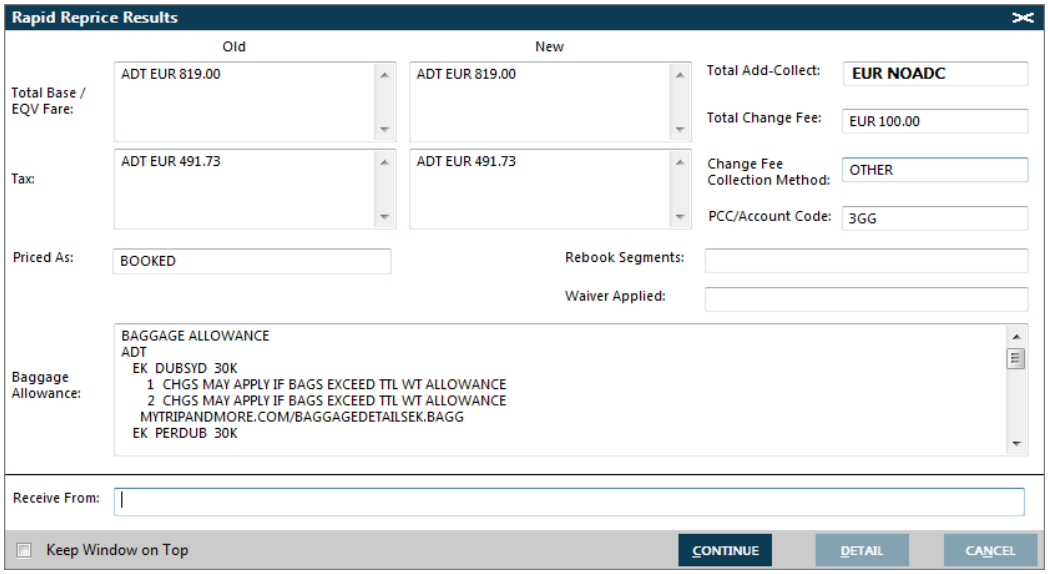
The Perth to Dublin flight has been changed to 24/25October. The class is still available so there is no class change.

Launch Travelport Rapid Reprice:

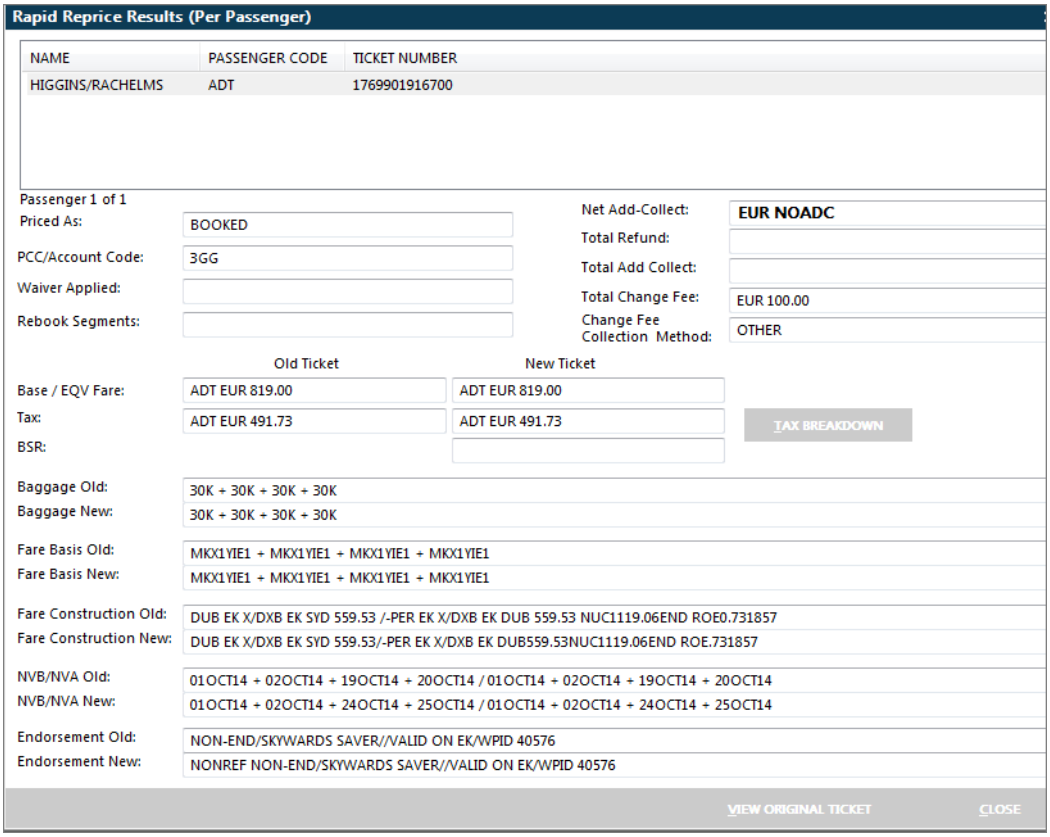


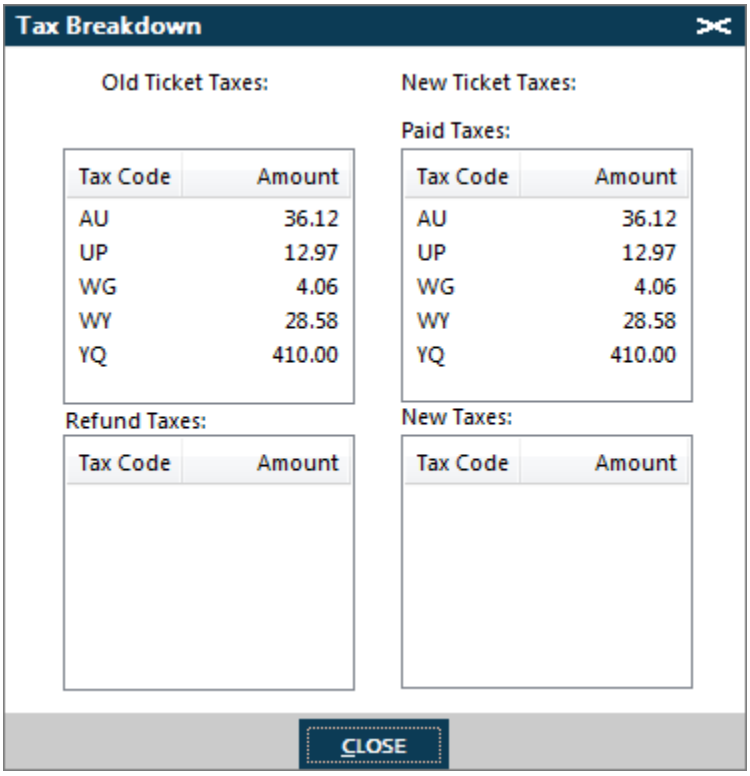
"Other" is the collection method in this example which indicates that it is not EMD-S or TAX. It is your responsibility to ensure the correct collection method is used.

Only the first ticket number is displayed; however the exchange will involve the conjunctive ticket number associated with the first ticket number.



Click "Detail" and "Tax Breakdown" This will display details and tax information.





The additional collection is calculated for the new ticket fare. The procedure to complete the exchange ticket is similar to the other examples in this guide.

Example 10: Exchange with an Additional Collection and a Change Fee collected as an EMD-S

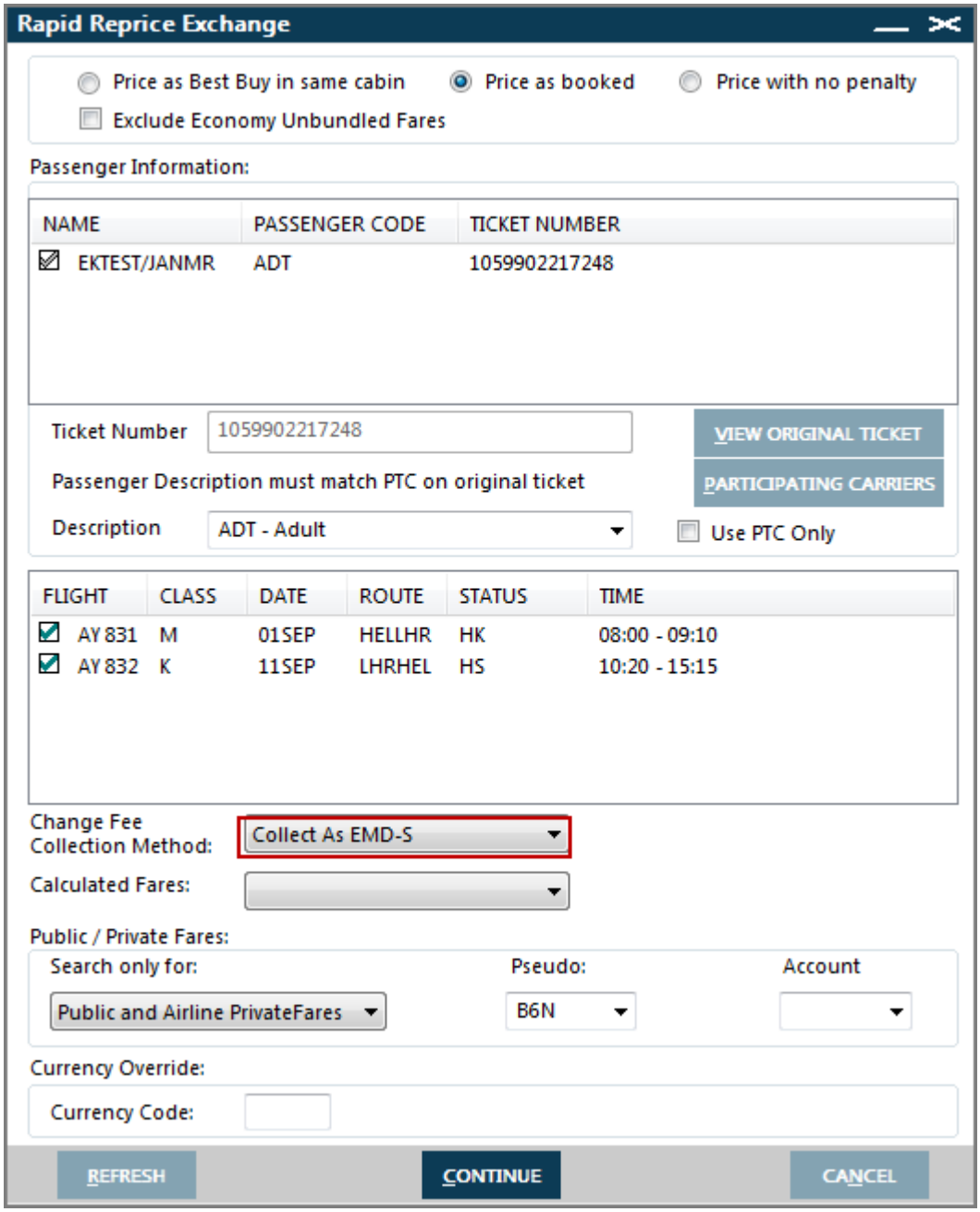
Original Itinerary

```
1.1EKTEST/JANMR
1. AY  831 M 01SEP HELLHR HK1  0800   0910  O*        E MO
2. AY  832 M 10SEP LHRHEL HK1  1020   1515  O*        E WE
```

New itinerary:

```
1.1EKTEST/JANMR
1. AY  831 M 01SEP HELLHR HK1  0800   0910  O*        E MO
2. AY  832 K 11SEP LHRHEL HS1  1020   1515  O         E TH
```

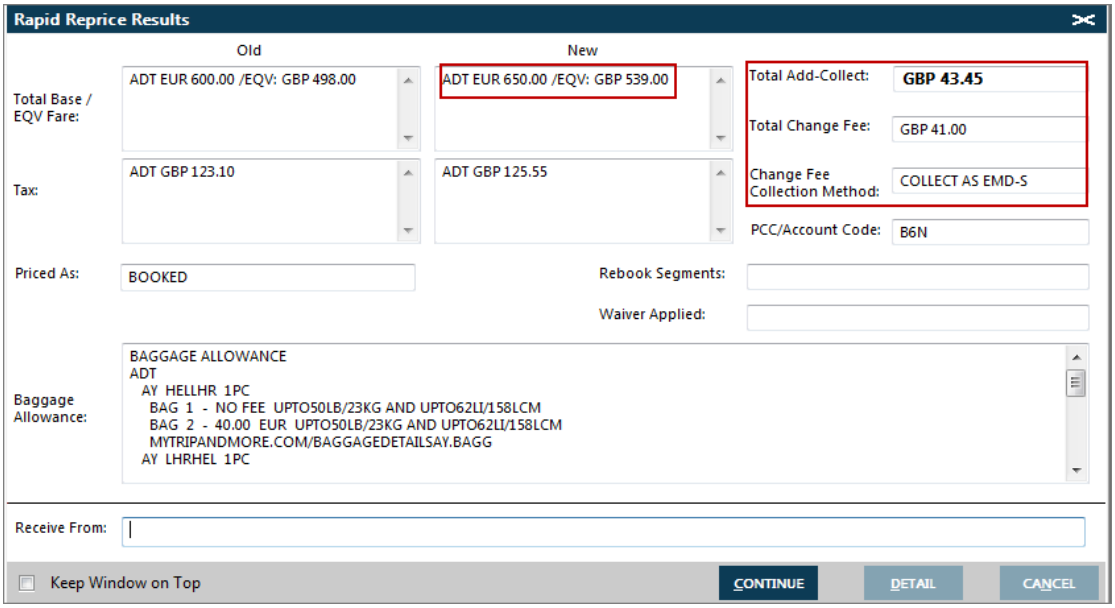
The return date is no longer available in M class and so the passenger need to upgrade to a higher fare.



Select EMD-S as the change fee collection method.

Click on “Continue”. The application will collect the original issue data for each passenger from the ETRs and the new itinerary data.

In the example above, you have EMD-S as your method to collect the Change Fee. This will be sent along with all the other information to Rapid Reprice.



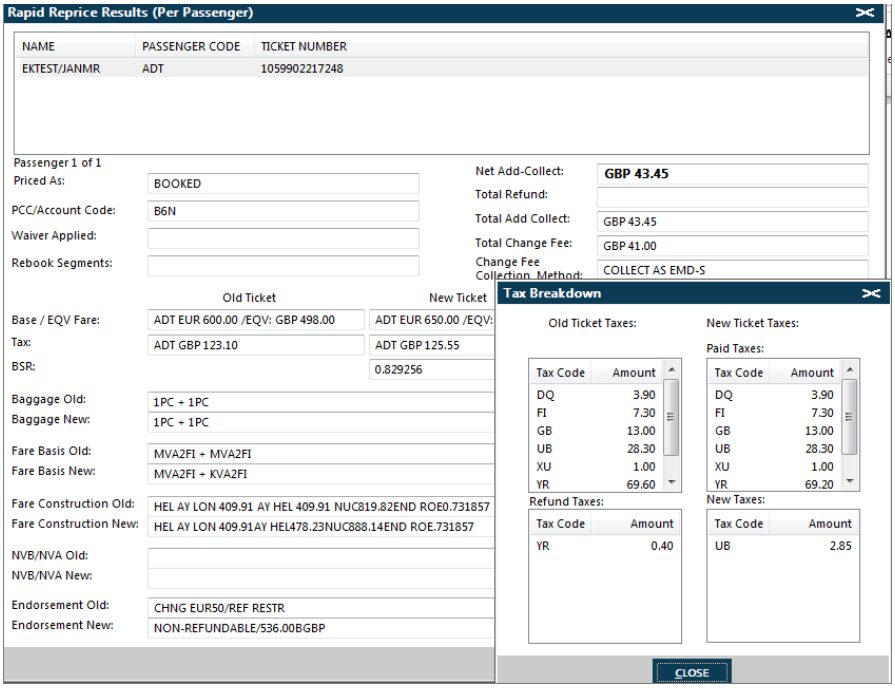
Rapid Reprice will apply the Category 31 – Voluntary Change Rules for the fare on the original ticket, analyze the requested change and return the results for the new ticket. The application displays the results in the Rapid Reprice Results screen**.**

The Results that are displayed on this screen include:

- The original base fare (and EQV fare if applicable)
- The total taxes collected on the original ticket
- The new base fare
- The total of the taxes that apply to the new ticket
- Any Add-Collect or Refund Amount
- Amount of any Change Fee
- Method of collection of the Change Fee as indicated by you on the request screen, In this example, the Change Fee will be collected as an EMD-S.
- PCC and any applicable Account Code
- Pricing option as indicated by you on the request screen
- Any rebook information
- Any waiver information
- Full Baggage Allowance information

Complete details (for each passenger) can be displayed by clicking on the “Detail” button.

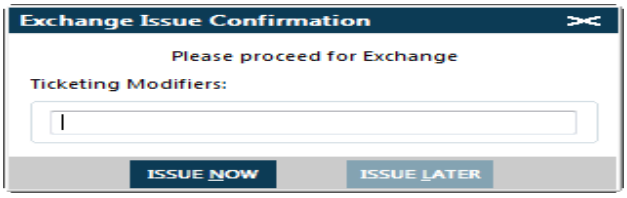
Options are available to display the “Tax Breakdown” and the Original E-Ticket:



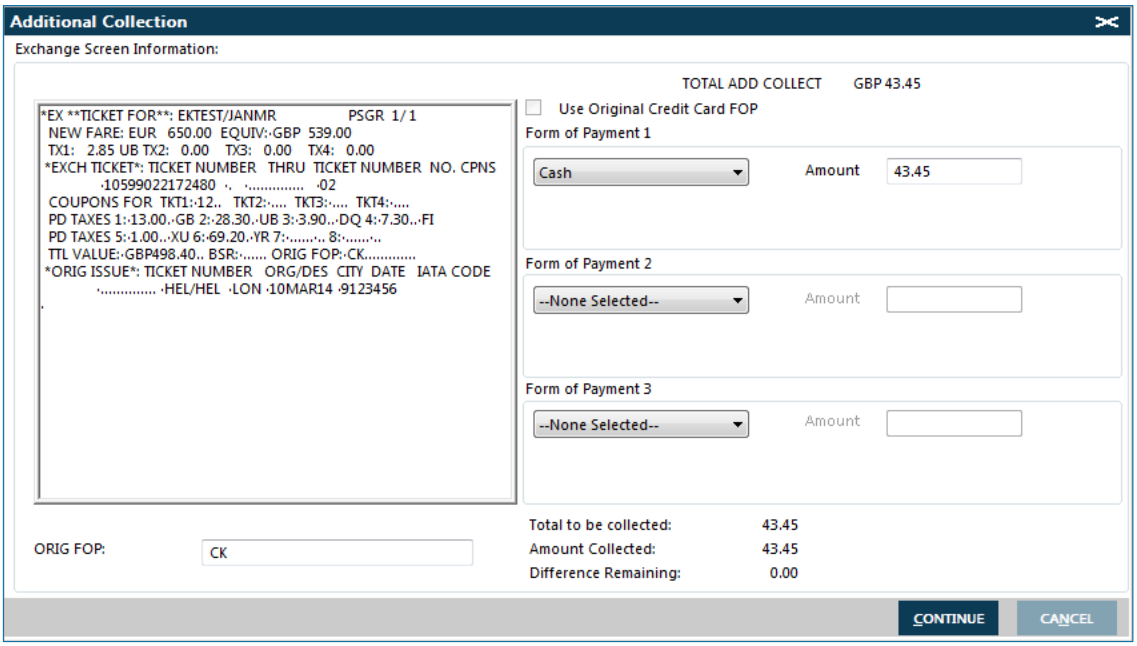
Change fee is EUR 50.00, the BSR is .829256 therfore the Total change fee in local GBP is 41.00.

The difference in price is EUR50.00 again this equates to GBP41.00 we also need to collect GBP 2.85, this would mean we need to collect GBP43.85 however there is a tax refund of .40p. Subtracting the .40p from the 42.85 returns a Net add collect od GBP 43.45.

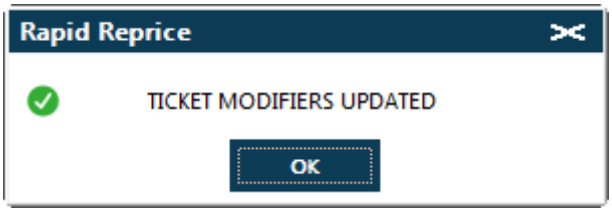
Close out of the optional screens and back to the results screen, once you are happy with the results click “Continue”.



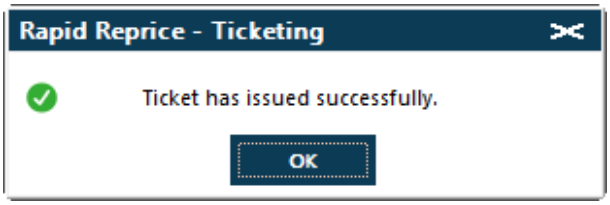
In this example we have chosen EMD-S as the method of colleciton, EMD-S can only be issued in connection with the related ticket number therfore we MUST choose “ “ISSUE NOW”



The original form of payment was cash and we can leave this and click “Continue” otherwise click on the drop down menu for other options.



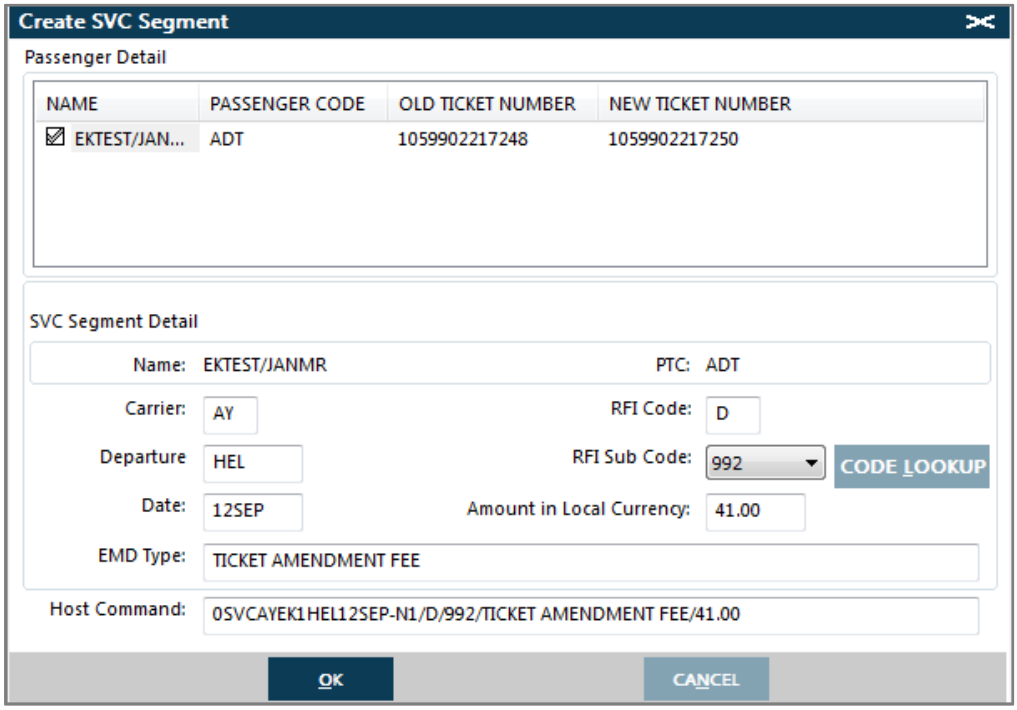
Click “ OK”



Click “OK”

As you have chosen the change fee as EMD-S, the application will launch an assisted EMD-S creation pop-up for the EMD-S Service Segment(s).

This screen will be displayed after the new ticket is issued.



You must populate the RFI Sub Code box. Various RFI Sub Codes are shown by clicking on the arrow in the “RFI Sub Code” box.

If you do not know the applicable RFI Sub Code for the carrier, you can click on the “Code Lookup” button to access the link to this in ASK Travelport.

This is necessary to find the applicable sub code for the issuing carrier. The most commonly used for change fee is “992”.

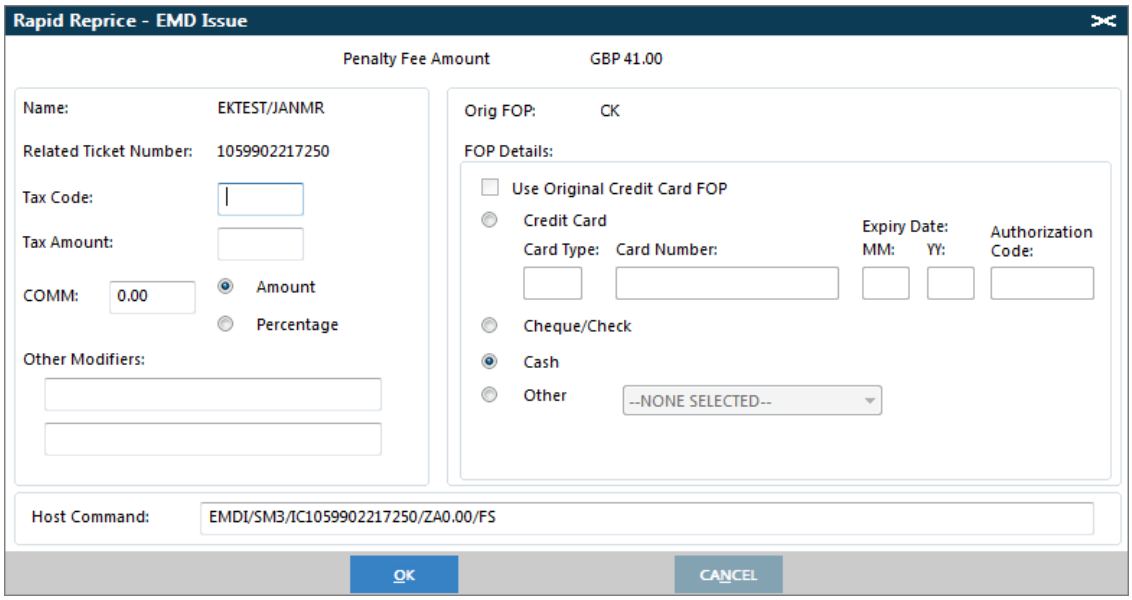
When the RFI Sub Code is filled in the box, the EMD-S type will automatically populate with the corresponding name of the EMD-S type.

This EMD-S type box is a “free-form” field and may be edited.

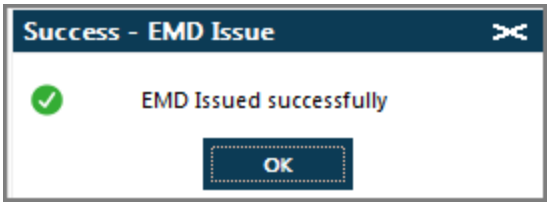
If there is more than 1 passenger in the PNR, the application will automatically apply the same RFI Sub Code to each passenger on the PNR.

The application will also create the Host Command SVC segment with the data supplied on this screen.

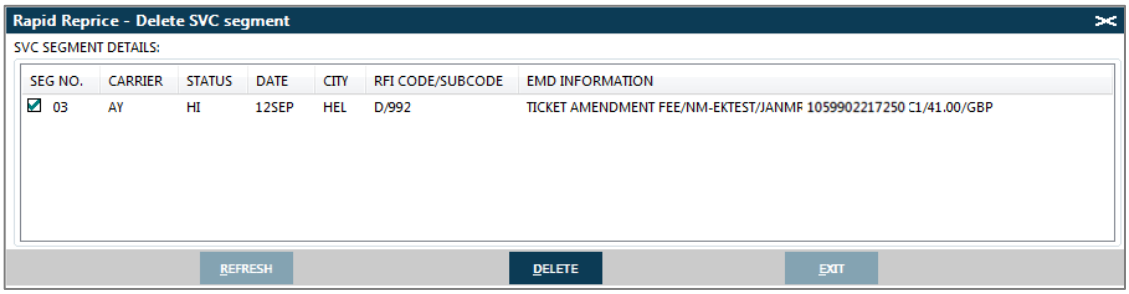
Once this FIF is complete click “OK”



You will need to complete any additional applicable fill-ins and verify the pre-populated information on this screen. When the OK button is clicked, the EMD-S will be issued and the following screen will be displayed.



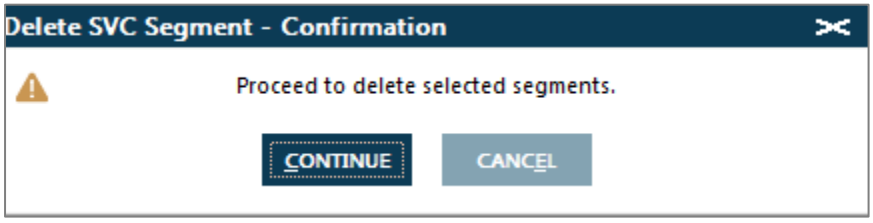
As you click “OK” You will receive the prompt:



Part of the process of issuing an EMD requires an automatic service segment to be added to the itinerary.

The Rapid Reprice process also automatically makes the deletion of this segment easy. Place a tick against the segment and click Delete.

A final prompt requiring confirmation of the action, by clicking “Continue” The Service segment is deleted and the Rapid Reprice process is complete.



To view the document information and verify the refunds or change fees enter:

***DI**

```
>
DOCI-FREE TEXT-ADT GBP0.40 REFUND AMOUNT
  2. FREE TEXT-ADT GBP41.00 CHANGE FEE
```

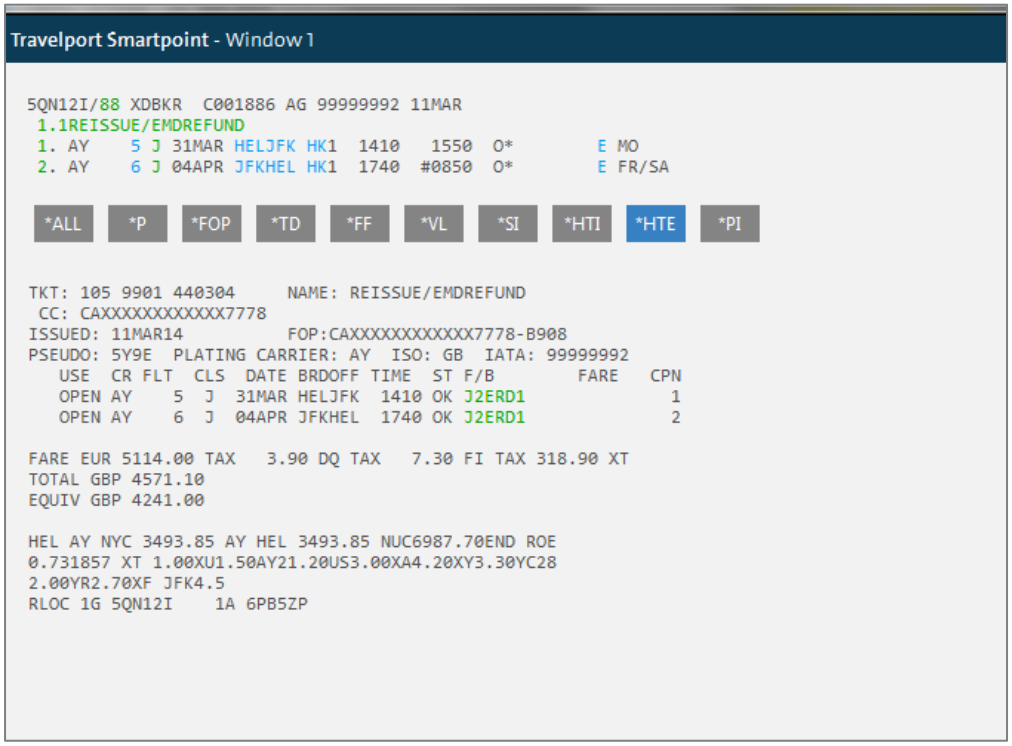
HMPR

```
105D9999901308    EKTEST/JANMR        41.00     0.00  0.00   FS
```

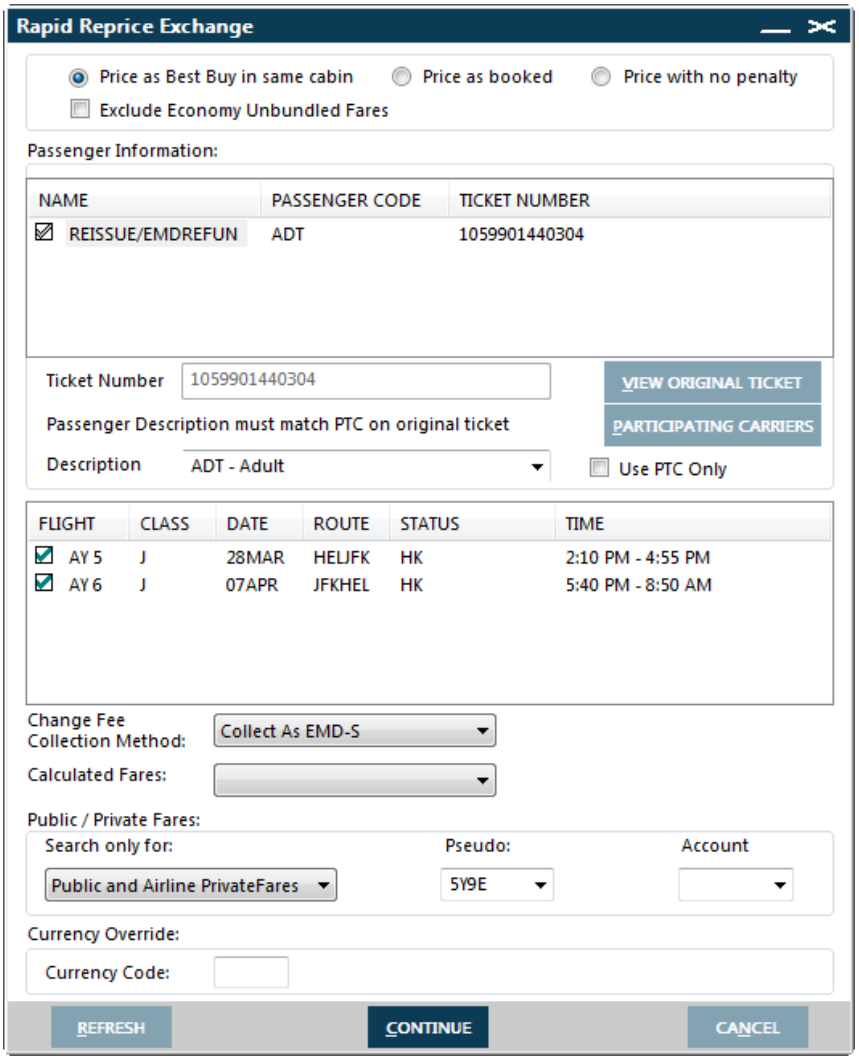
Example 11: Exchange with a Refundable Balance issued as an EMD with original FOP as Credit Card.

This example will show a step by step approach to exchanging a ticket with a refundable balance to be collected by an EMD with Finnair.

Original itinerary and ticket:



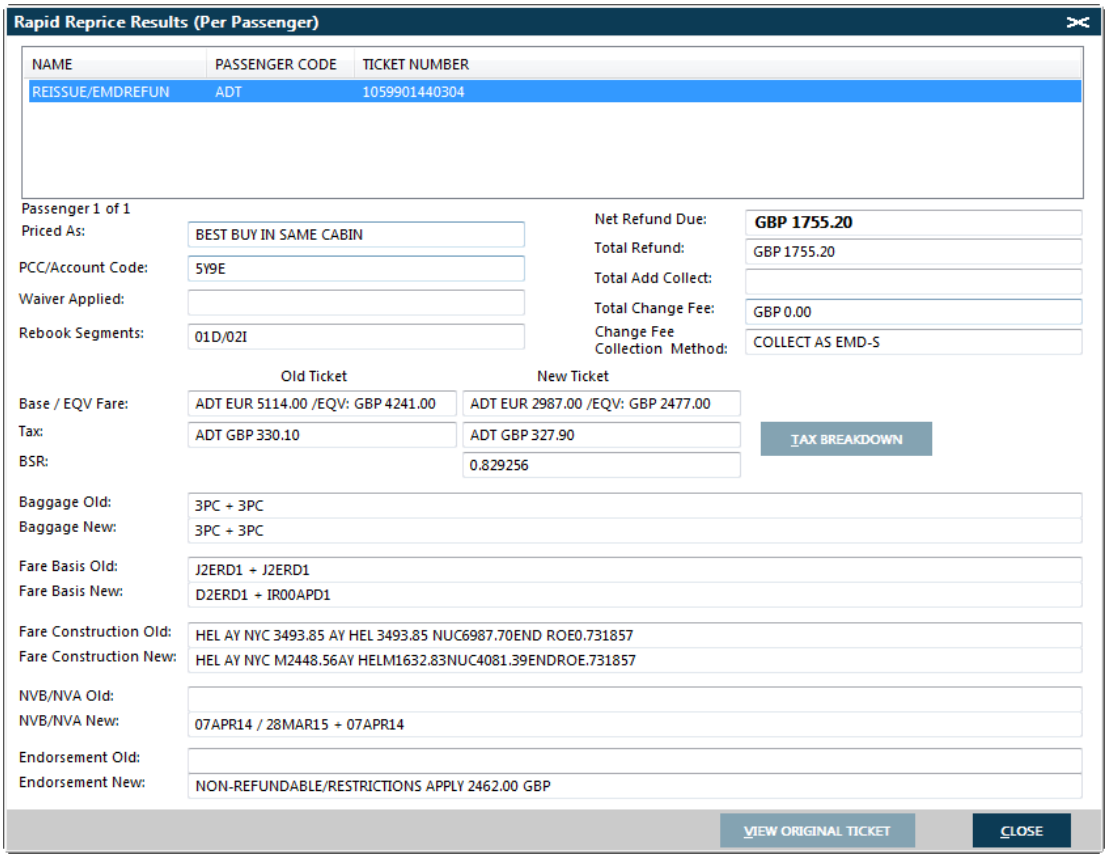
Both segments have been changed and Rapid Reprice has been started.



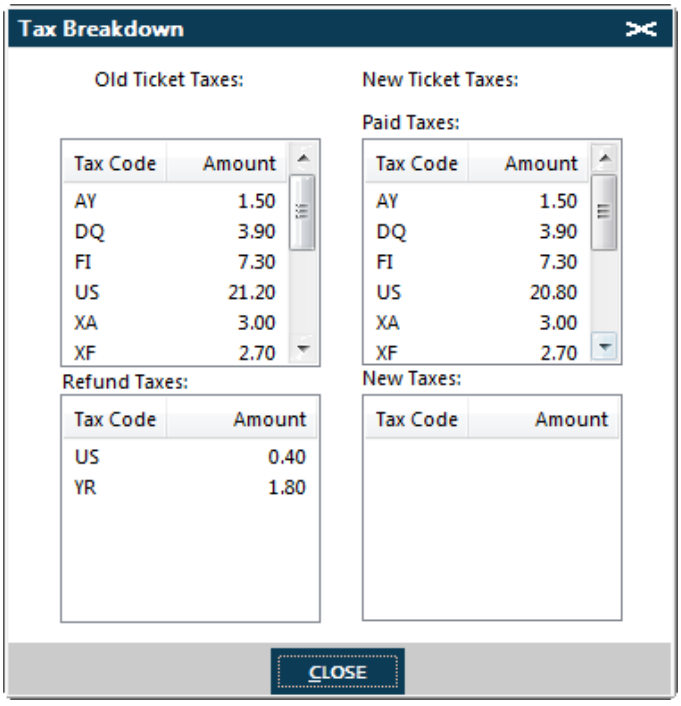
Click “Continue”

Rapid Reprice Results screen indicates a Refund Due of GBP 1755.20.

Note: Although this carrier allows EMD for refundable amounts it is important to check that there are no new taxes to be paid as if there are any new taxes to be collected you cannot process the refund via EMD-S.



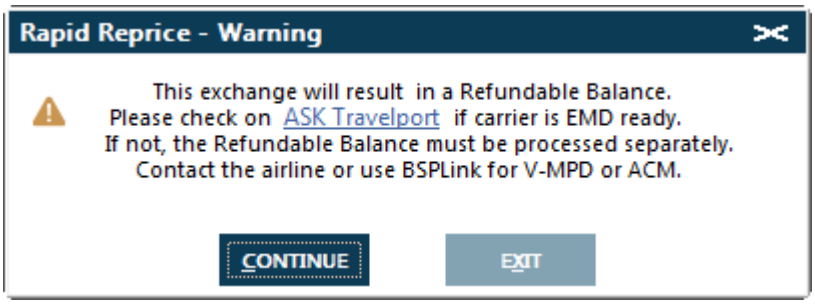
Check that there are no new taxes to be collected by clicking on “TAX Breakdown”.



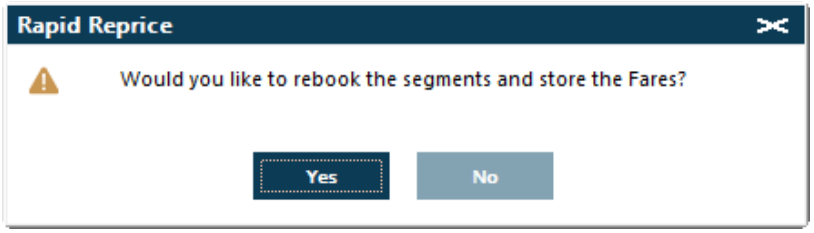
There are no new taxes to be collected therfore we can proceed with the refund via EMD.

Close out of the optional screens and click on “Continue”.

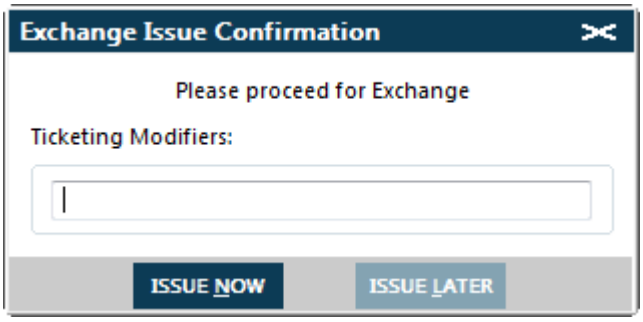
The following prompt advising the agent to check once more if the carrier is EMD ready.



Click “Continue” the system is advising to rebook the segments and store the fare.



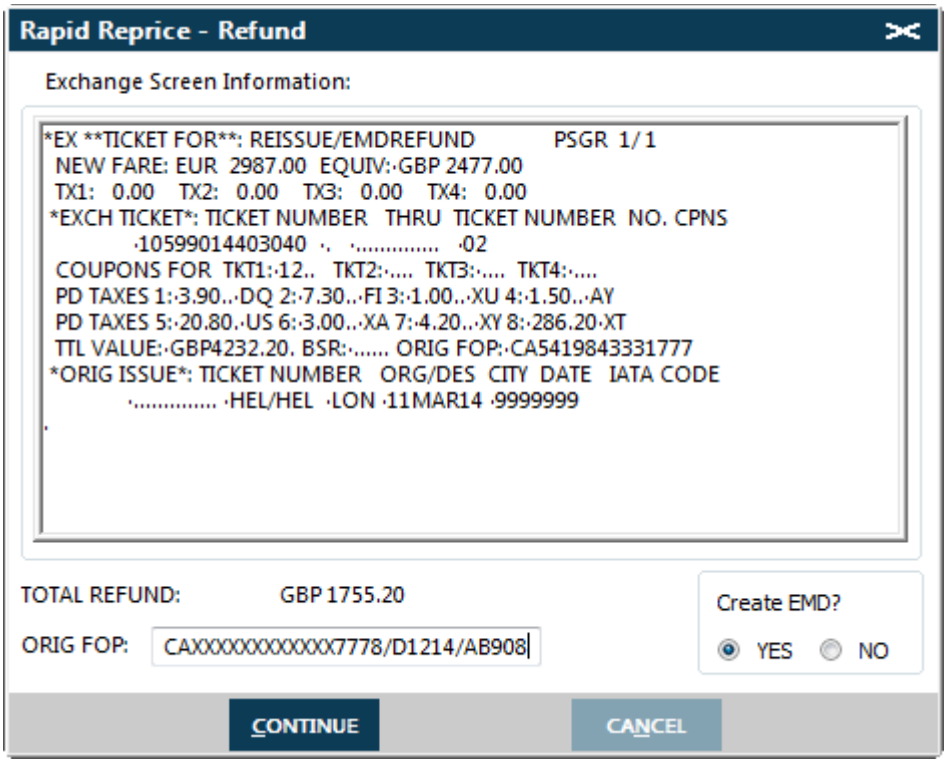
Select “YES”



Issue Now.

Refund exchange screen is displayed. The YES radio button on the Create EMD box will be populated by default.

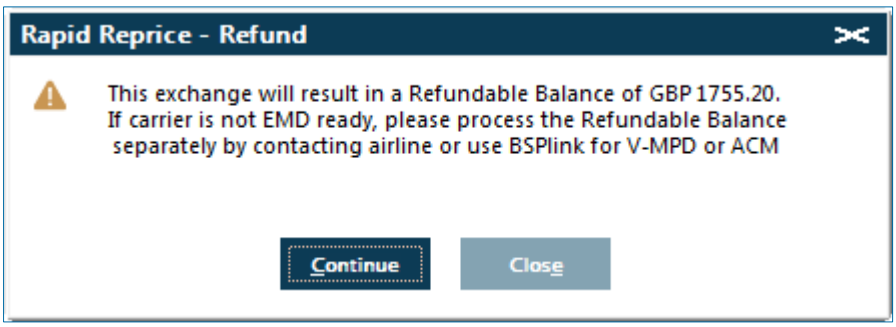
You can click on “Continue” to proceed.



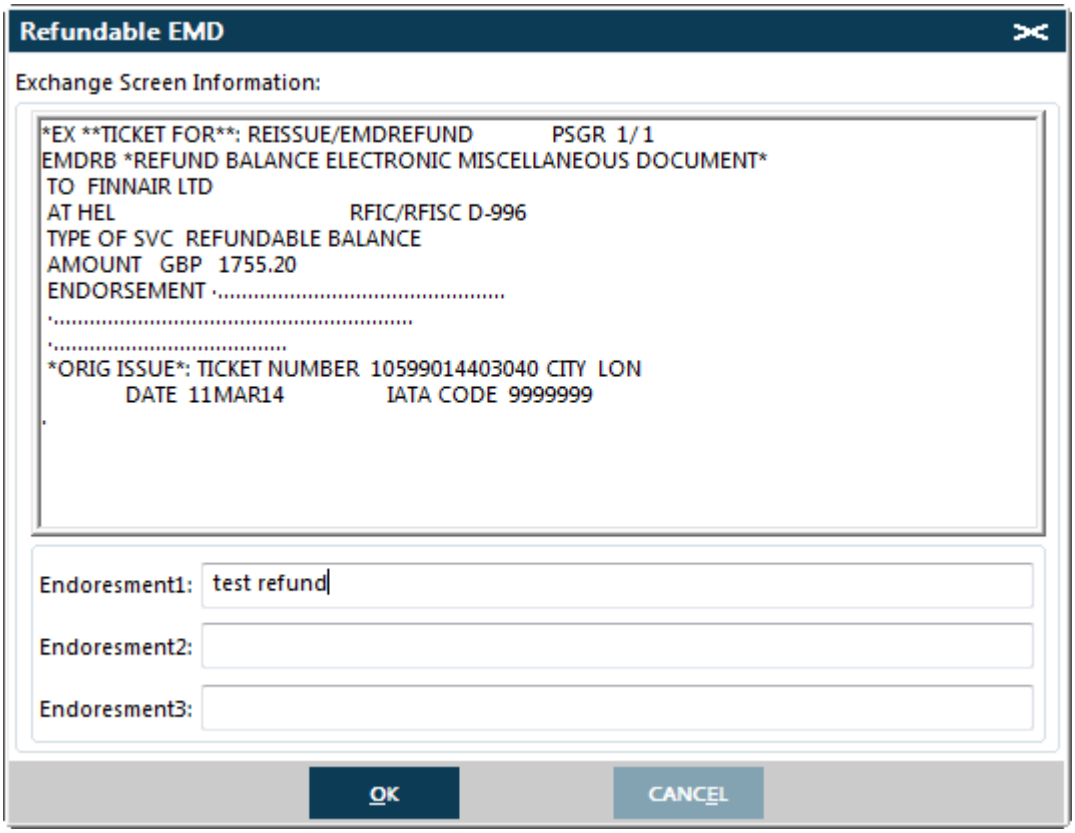
The original Form of Payment was credit card and this is displayed.

Note: You will need to speak to your office manager who needs to change your settings to enable the credit card details to be “Unmasked”.

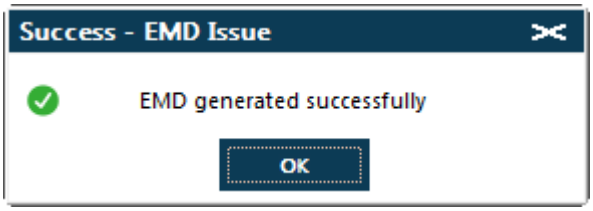
Click “Continue”

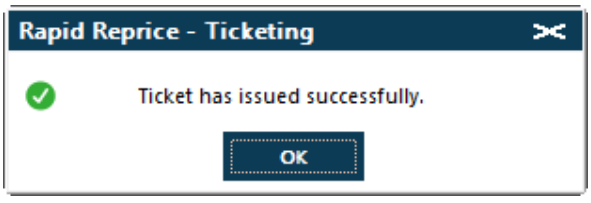


The Refundable EMD details are populated and the only editable area is the endorsements area.



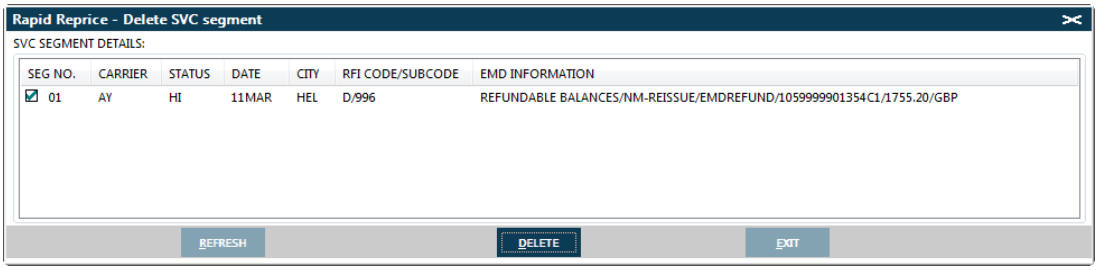
Click “OK”

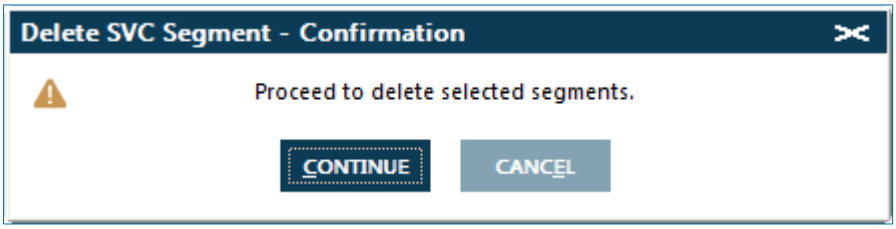




As the EMD has been generated and the ticket has been issued, you receive the option to delete the service segment.

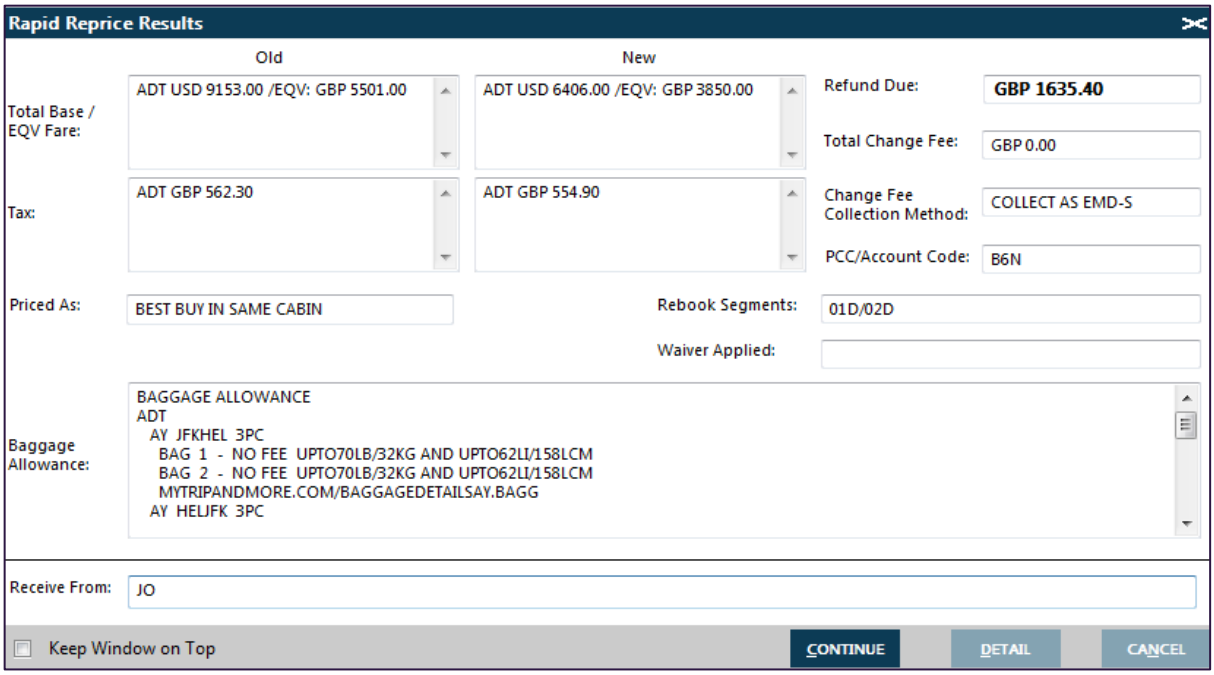
Place a tick on the segment and click on “Delete”. If you do not wish to delete you can click on “Refresh” to refresh the screen or “Exit” to return to the PNR.

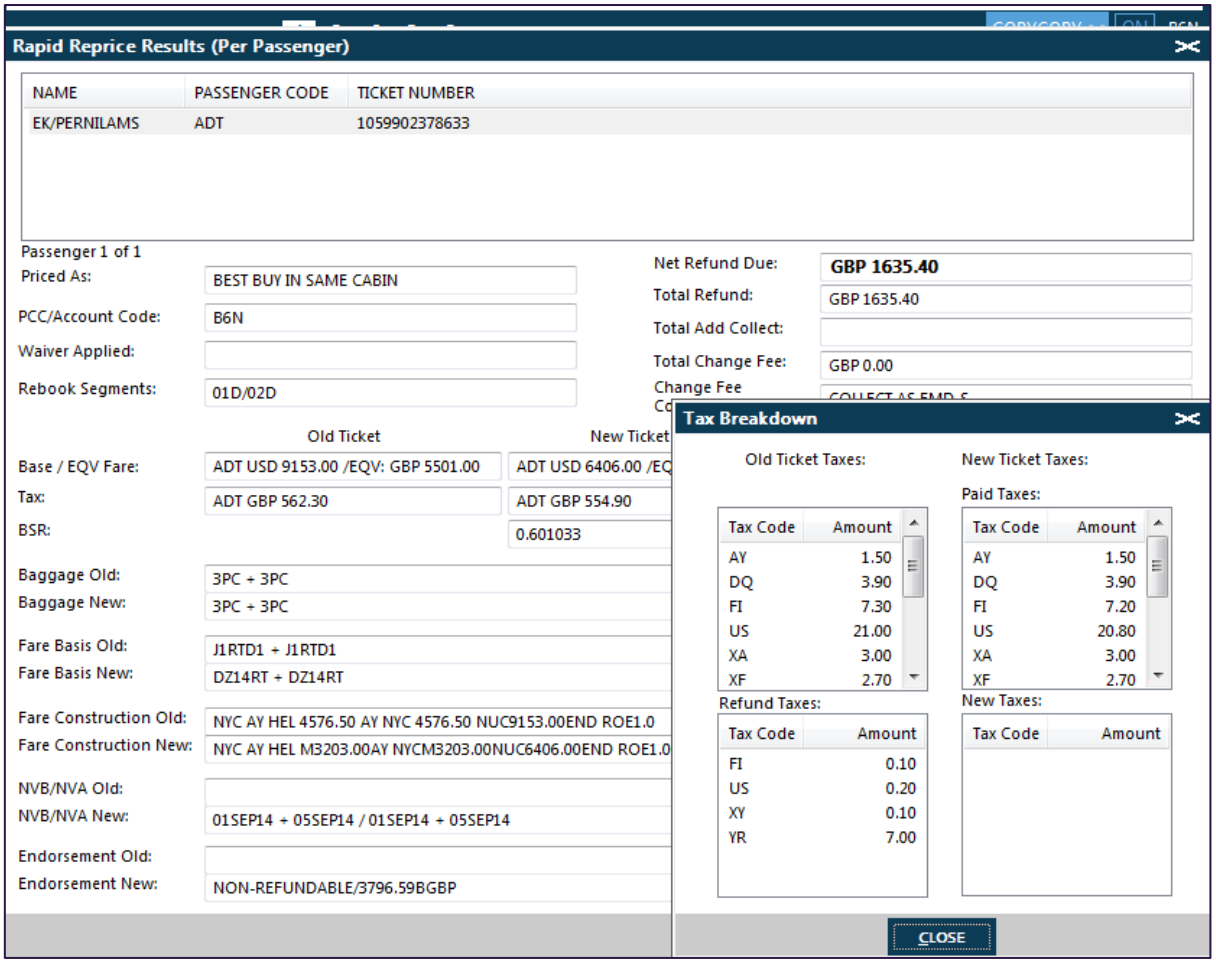




Example 12: Exchange resulting in a Refundable Balance issued as EMD (Issue Now)

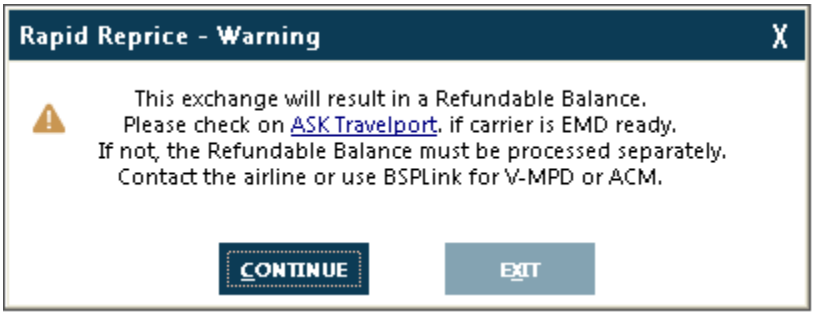
The following results screen indicates a refund is due.





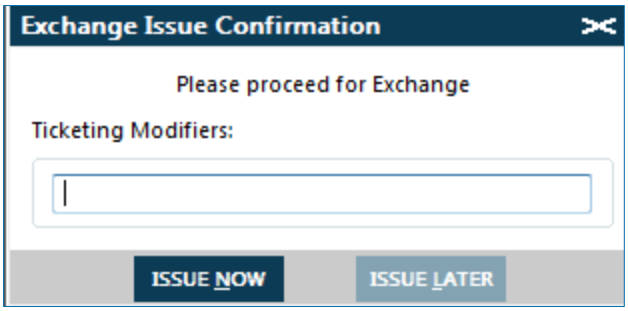
We can see there is a refund due, click Continue and the following prompt is displayed.

We have checked AY and they allow for refundable balances to be issued as EMD-S.



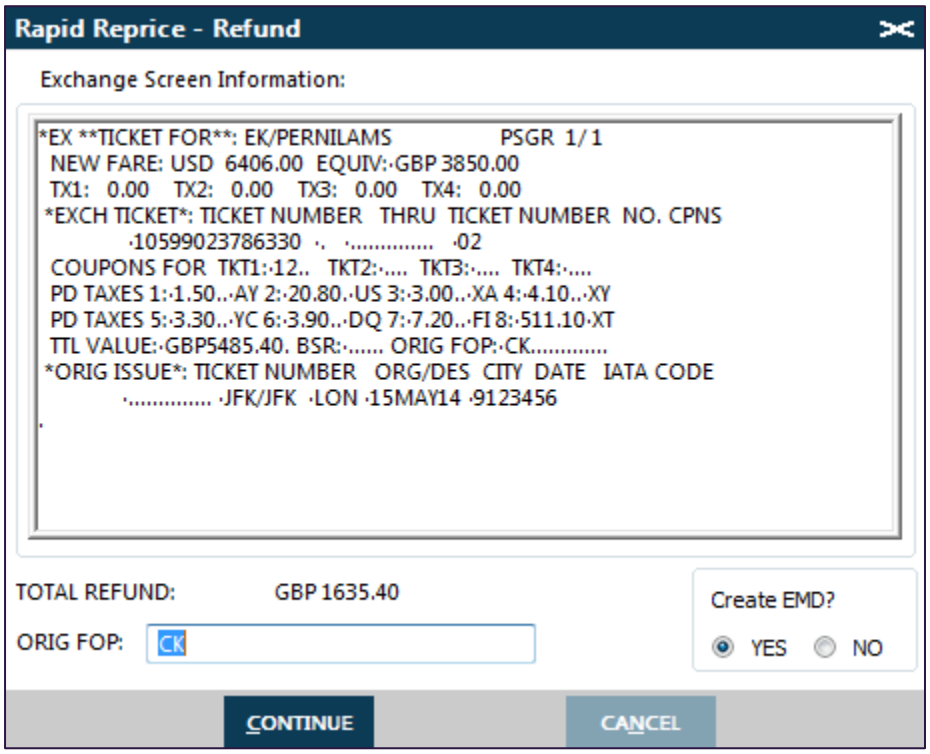
The Ask Travelport link within the warning message will display EMD information for individual carriers and with this information you can make a decision whether to continue with the exchange process or to exit the application.

When you click on “Continue” the application will continue with the exchange process.

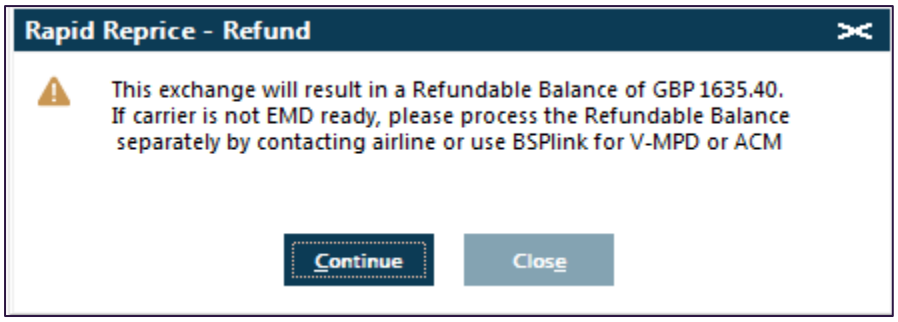


The application will display the Refund Exchange Screen. The current e-ticket exchange process will determine the refund due amount and provide the user an option to create an EMD-S for the Refundable Balance.

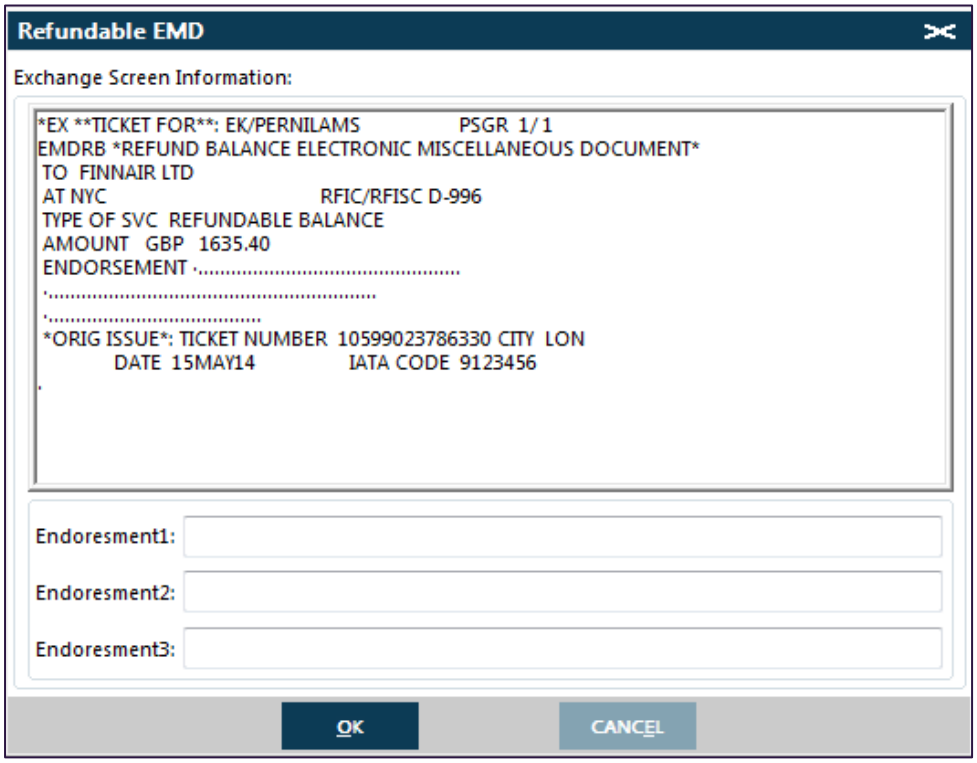
The exchange screen includes a box with Yes and No radio buttons to create the EMD:



Click “Continue”



You can click on “Continue”, another pop-up will be displayed with the EMD Information:



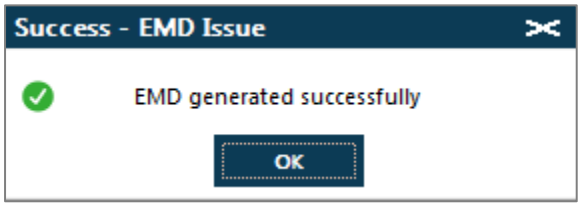
You will be provided with a fill-in free form area and be able to enter an Endorsement on the EMD. This is the only field that can be edited by the user. All other information stored in the EMD for Refundable Balance is programmatic.

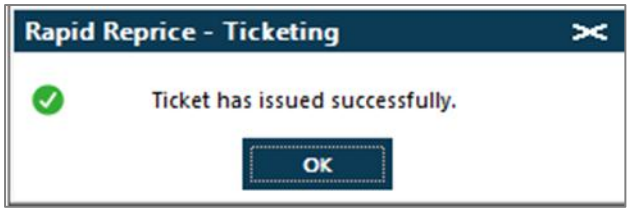
The Endorsement edits include the following:

- Alpha characters
- Numeric characters
- Special characters like hyphen (-), slash (/), period or a dot (.) and spaces
- Minimum 1 character
- Maximum 147 characters

After the user clicks on "Continue" both the EMD and the new ticket will be issued.

The following confirmation boxes will be displayed.

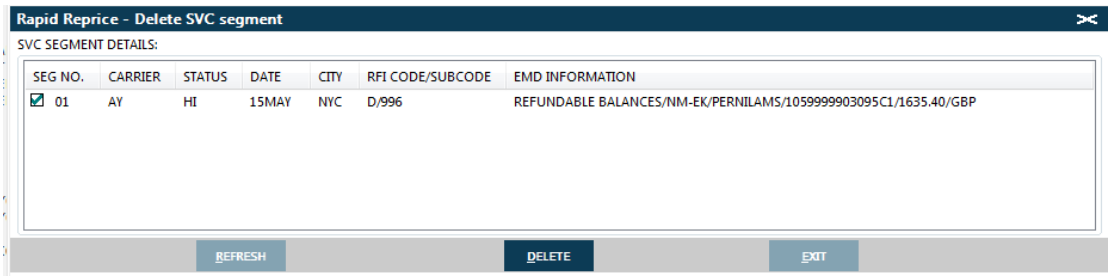




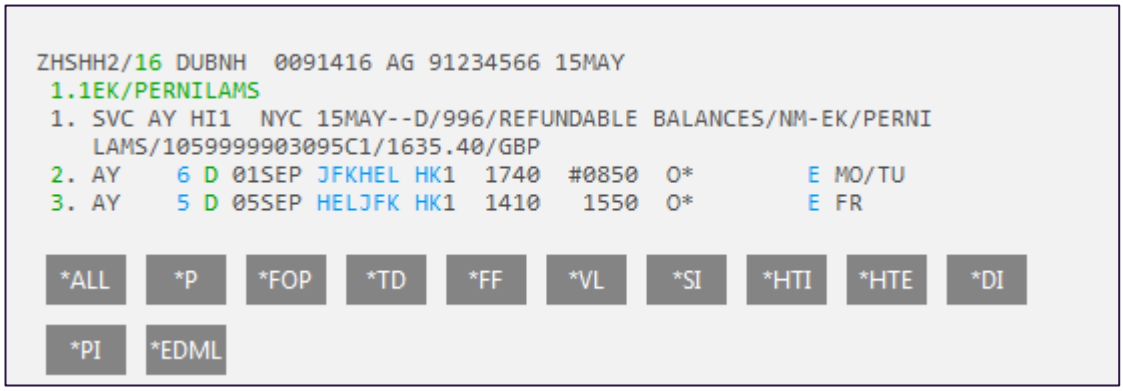
After completing the EMD for the Refund, the “Delete SVC Segment” window is displayed to give the user the opportunity to clean up the PNR by removing the SVC segments from the itinerary.

Some agents prefer to remove these as they are only essential for issuing the EMD, once issued these can be deleted.

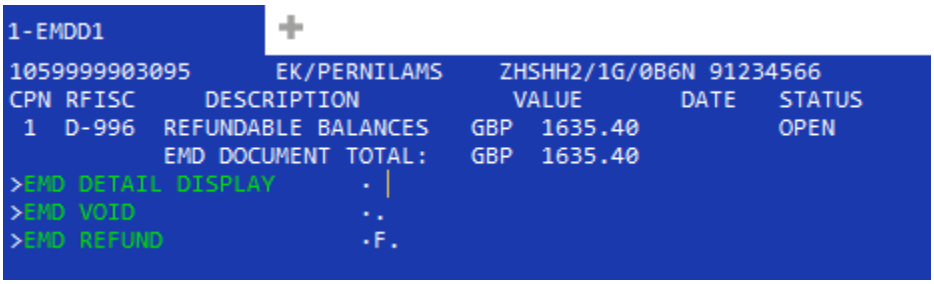
The segment is ticked you may select or deselect segments.



Click on exit. This will return to the Smartpoint screen. If you wish to delete click delete and it will delete the selected segments.

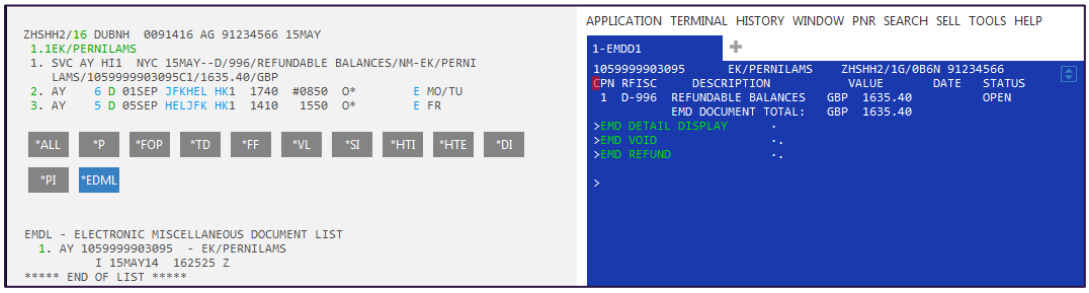


The Ticket has been issued and the EMD has also been generated.



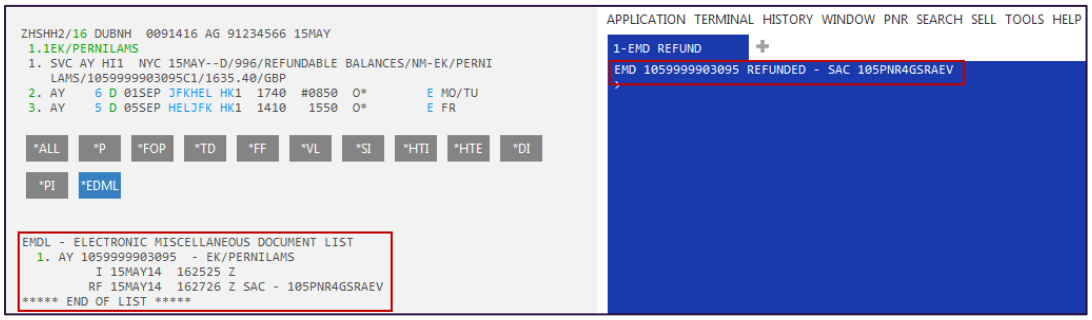
Type **EMDD1**

This will display the EMD, you can tab to view the full detail, tab again to void and finally tab to “EMD Refund” and enter “F” for full refund.



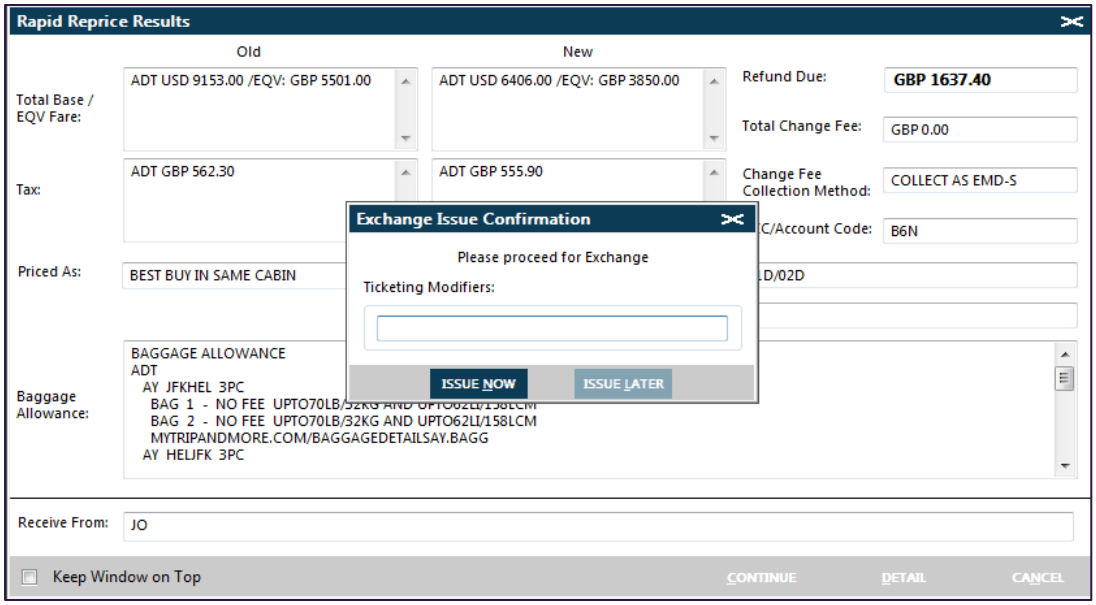
The EMD has been refunded, a SAC number has been returned

Now click on *EDML and “RF” replaces the “I” for issued to indicated that this EMD has been refunded.

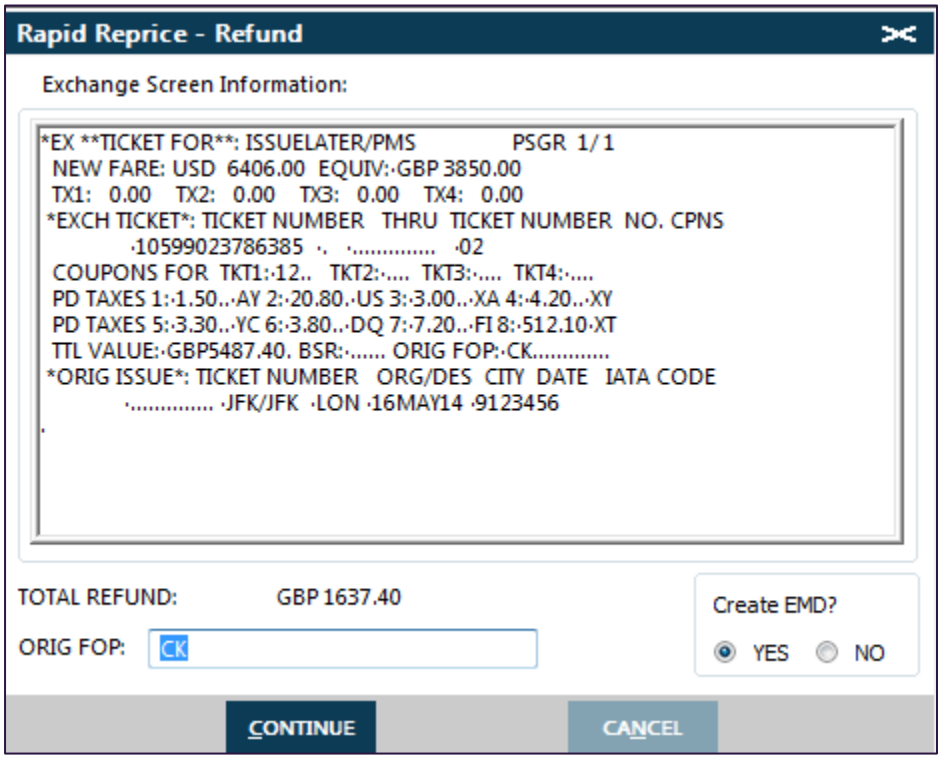


Example 12a: Refundable Balance Issue as EMD (ISSUE LATER)

The same example with a refund due, however this will demonstrate issuance of the EMD when you choose Issue later.

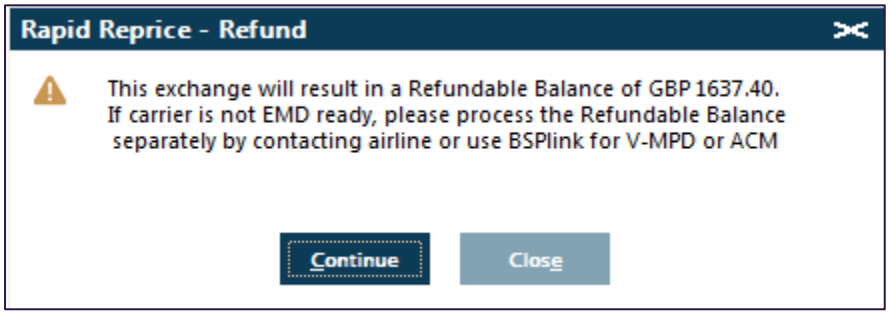


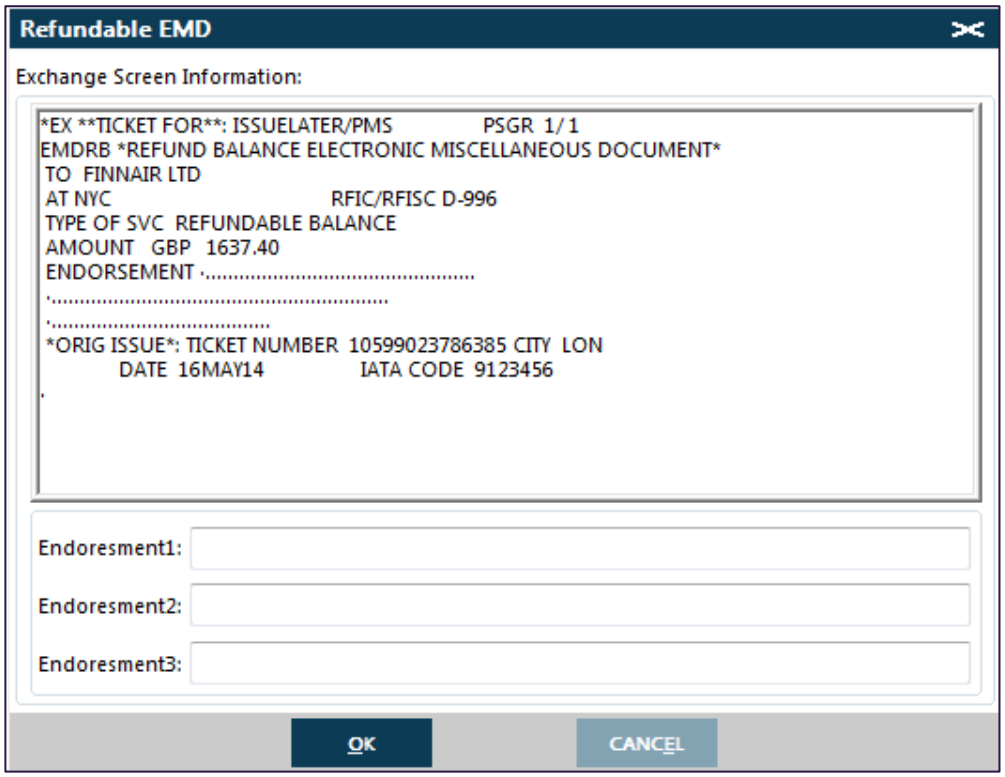
Choose “ISSUE LATER”



The radio button is defaulting to create EMD-S - Yes. If the refund due was minimal which sometimes occurs due to exchange rate differences, and you did not want to create an EMD-S, you can choose at this point not to issue the EMD-S.

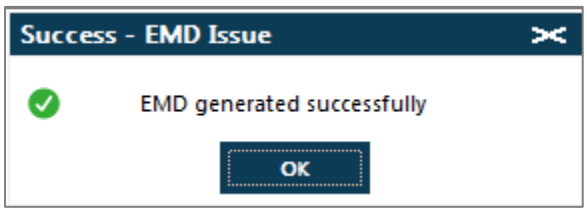
Click Continue and the following screen is displayed. This is a warning indicating the Refundable balance and advising if the carrier is not EMD ready to process via the airline or BSPlink.

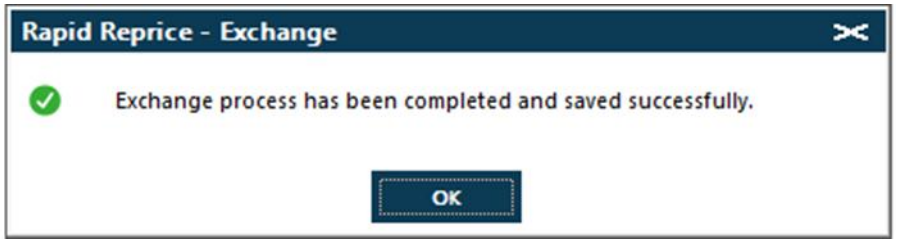




You can add endorsements as previously described. When you click on “OK”, the EMD-S and the Exchange are saved by the application.

The following confirmation windows will be displayed.



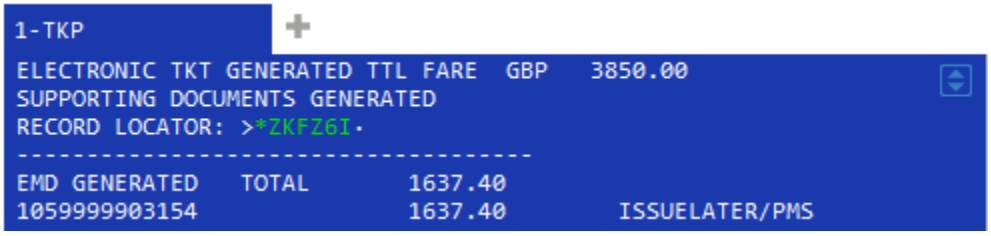


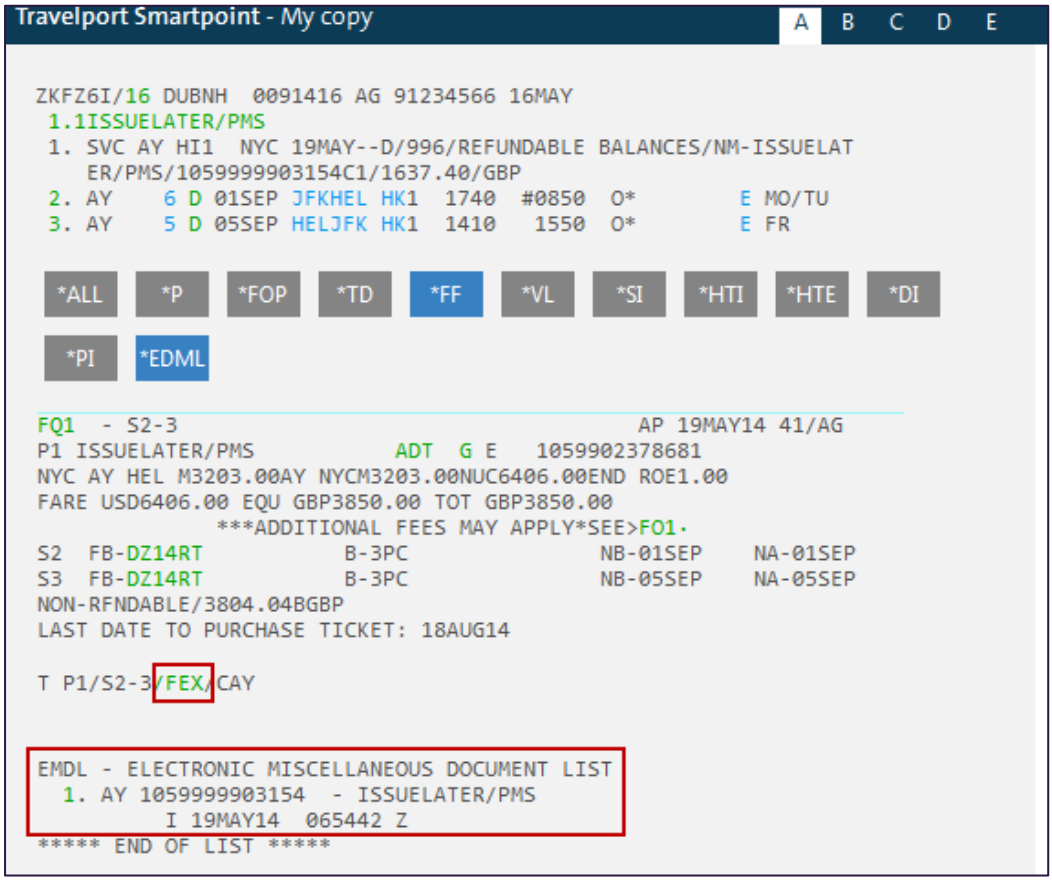
The EMD-S has been created but not issued.

As this was an “Issue later”, you must perform the TKP command to issue the ticket and EMD-S.

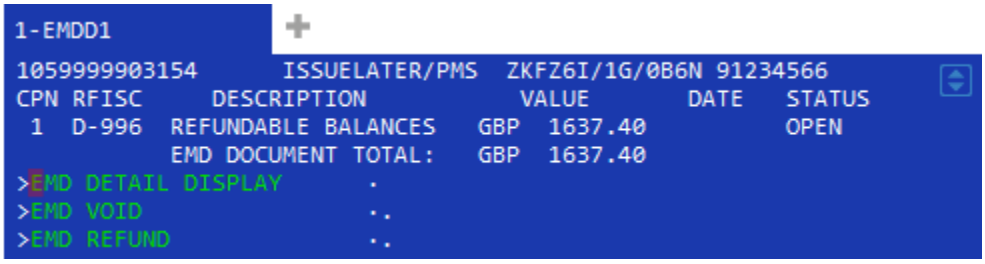
When the user enters the format to issue the ticket at a later time, both the new ticket and the EMD-S will be issued. The SVC segment will also be stored in the PNR at this time.

TKP



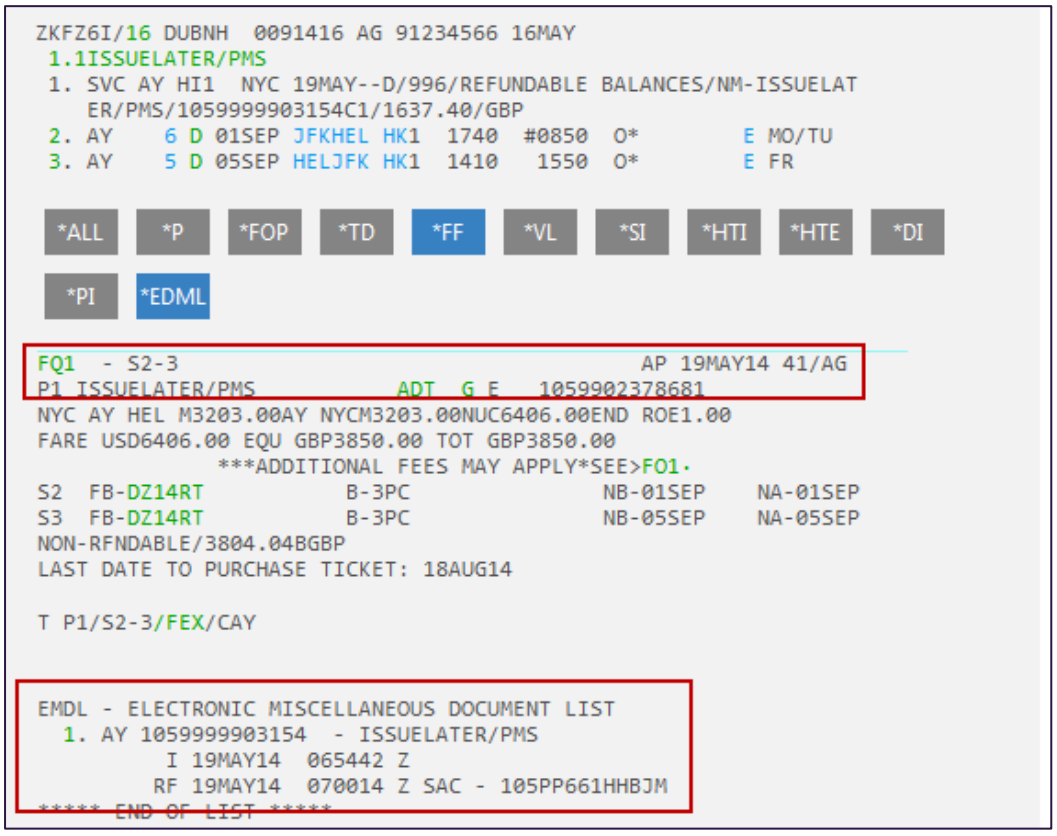


EMDD1 to issue the Refund



Enter on “EMD Refund” type “F” for full refund

When you click on *EDML “RF” is appended to the EMD to indicated refunded along with the SAC code,

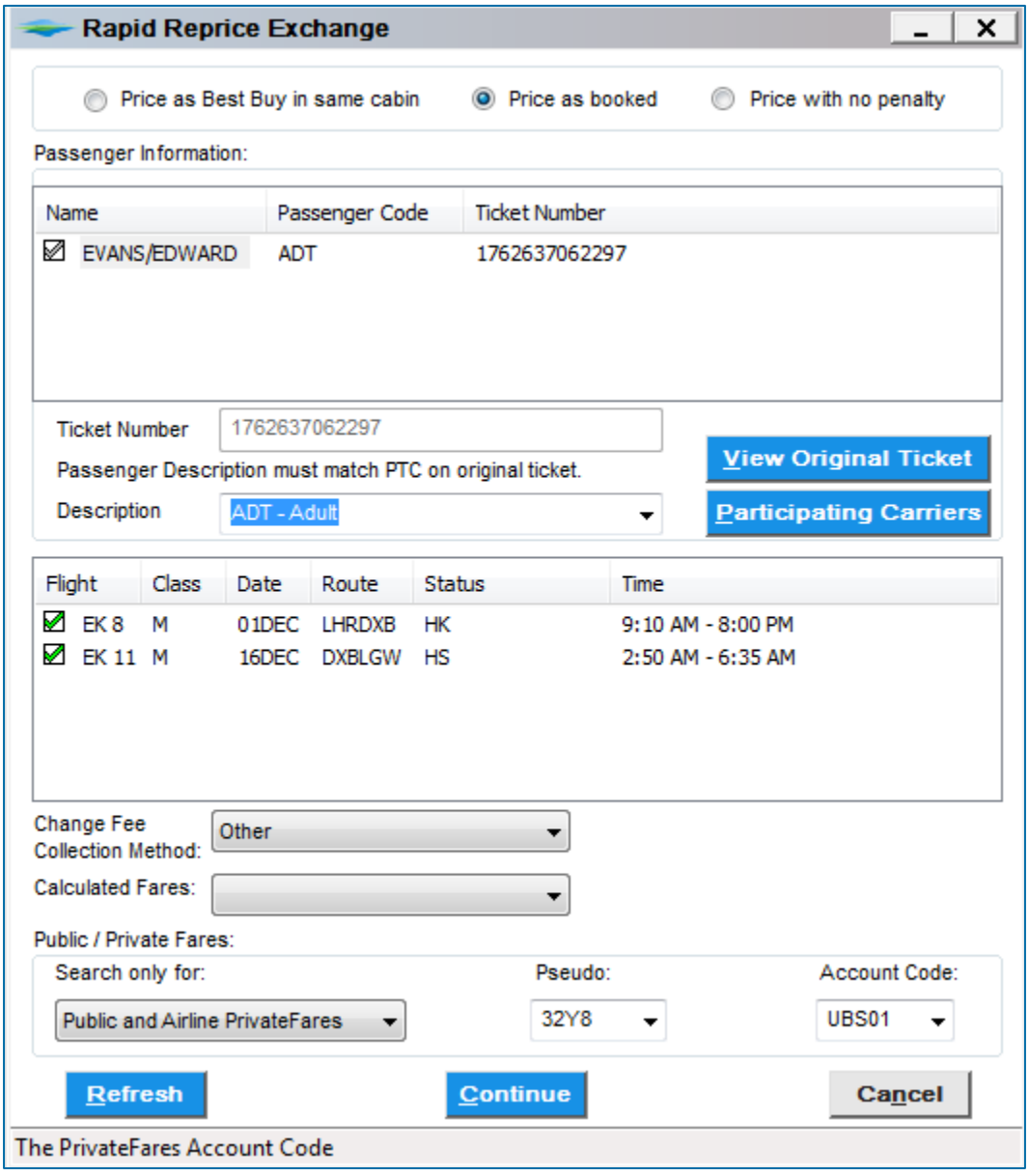


The EMD has been refunded and the SAC number is displayed.

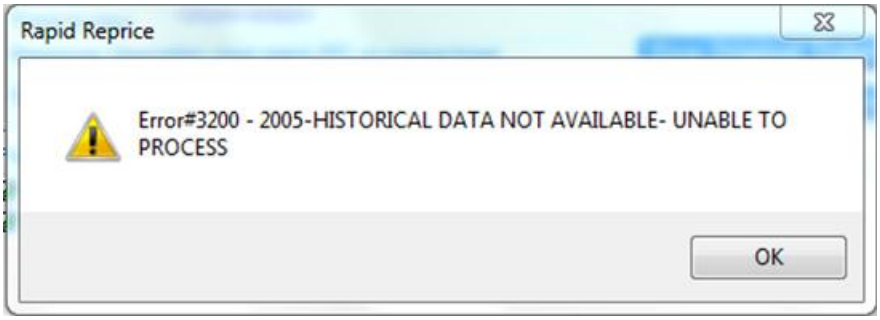
Example 13: Tickets Priced with an Account Code

When the original ticket has been priced using an Account Code, the Account Code must be entered by the user in the “Account Code” box.

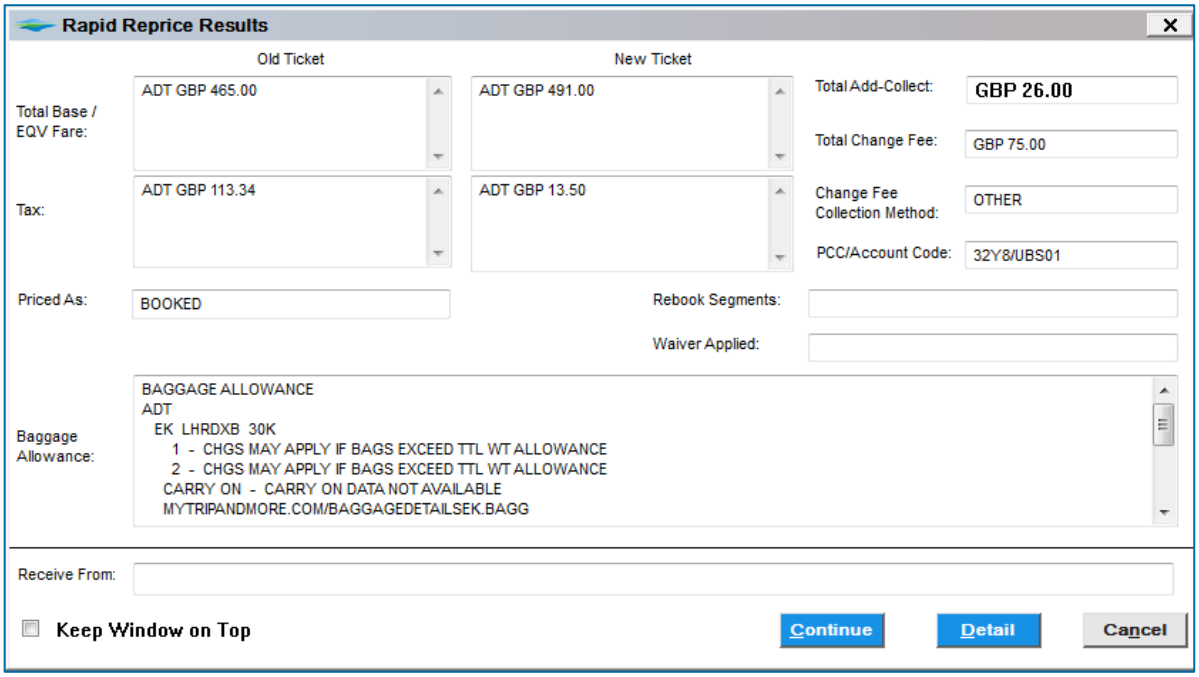
Account Codes that have previously been entered by the user will appear in the “Account Code” drop down as shown below:



If the Account Code that was used on the original ticket is not entered on the Request Screen, a similar error to this one will be displayed. This error is an indication that the original fare cannot be found by the Rapid Reprice engine.

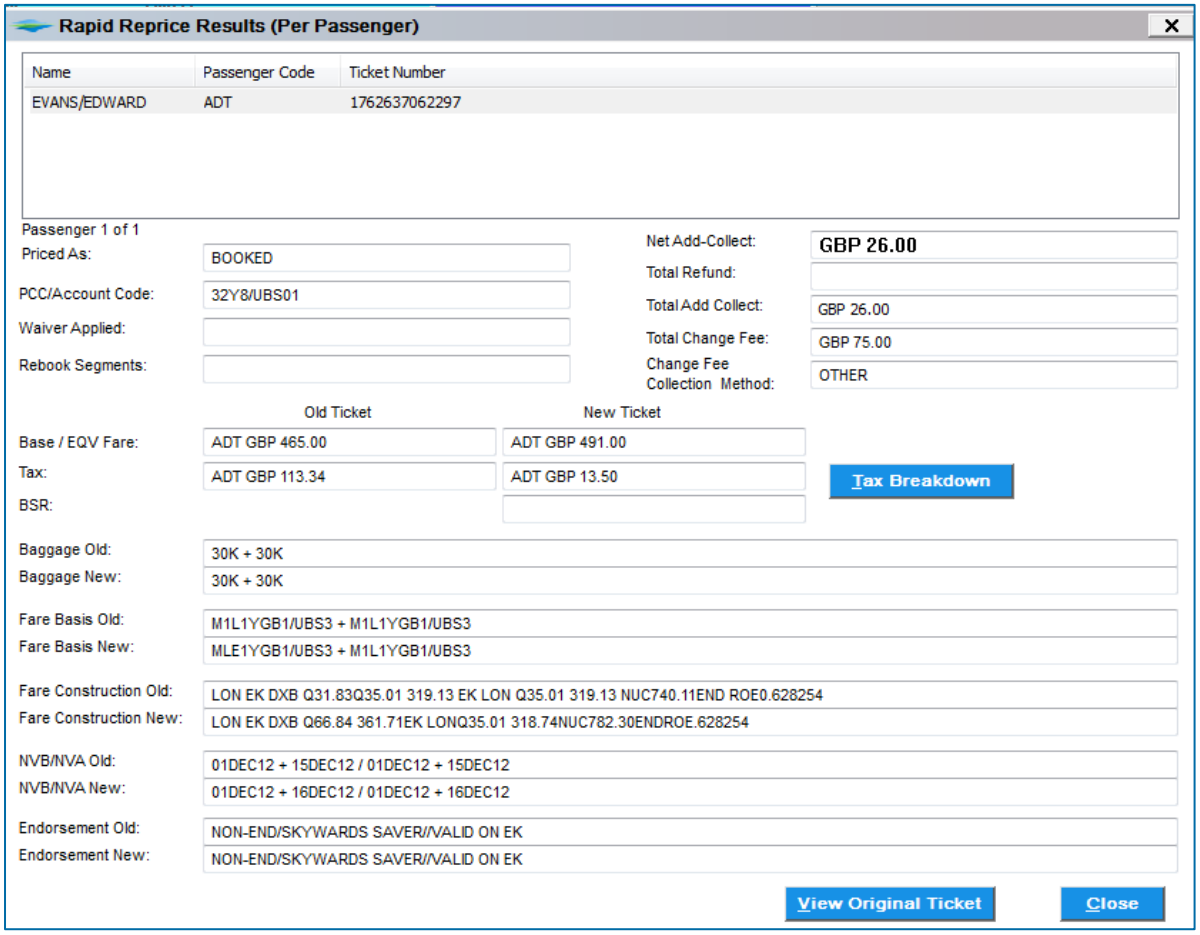


If the account details are all correct then the results screen is shown and the procedure is similar to many other examples.



Note the section showing that a PCC/Account code is added.

Click on “detail” for a breakdown of the results.



The PCC/Account code is added on the left hand side.

This example would be completed as we have completed many of the previous tickets.

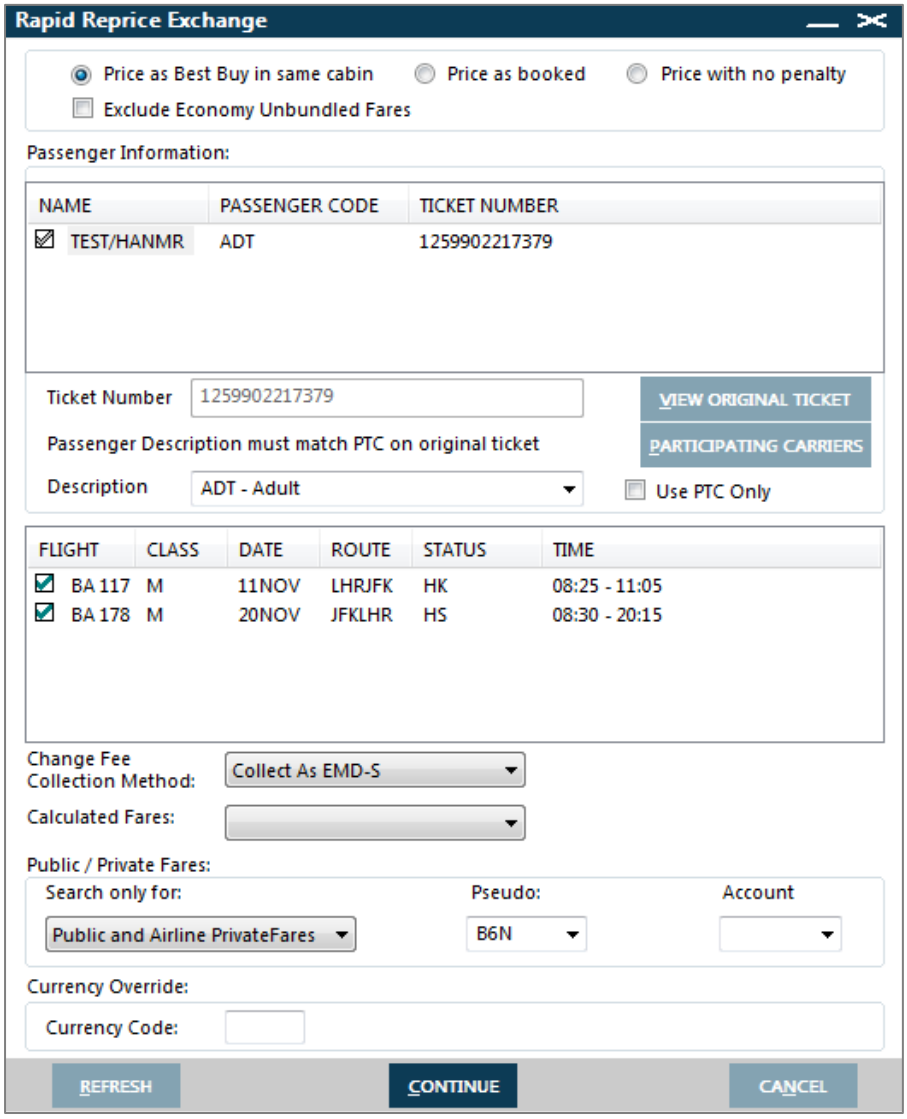
Example 14: Exchange with Non-Refundable Fare and a Change Fee

This example demonstrates how Travelport Rapid Reprice checks all the fares. It is always possible to check with a best buy to ensure Travelport Rapid Reprice returns the most accurate fare result.

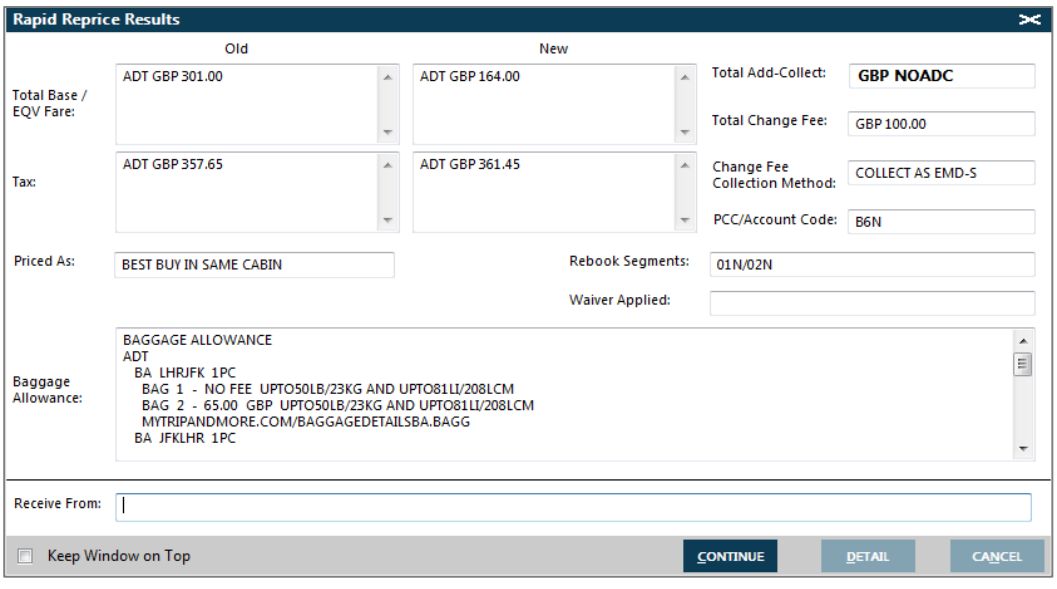
```
1.1TEST/HANMR
1. BA  117 M 01NOV LHRJFK HS1  0825   1205  O
2. BA  180 M 10NOV JFKLHR HS1  0745   1930  O
```

This itinerary was booked in M class which was the lowest fare at the time of ticketing; the passenger has now changed the both dates.

Request Best Buy possible and collection method “Other”.



Click “Continue”



The Results screen has returned that the price is lower by GBP 167.00; however this does not mean he will be refunded.

There is no ADC but the change fee of GBP 100.00 applies.

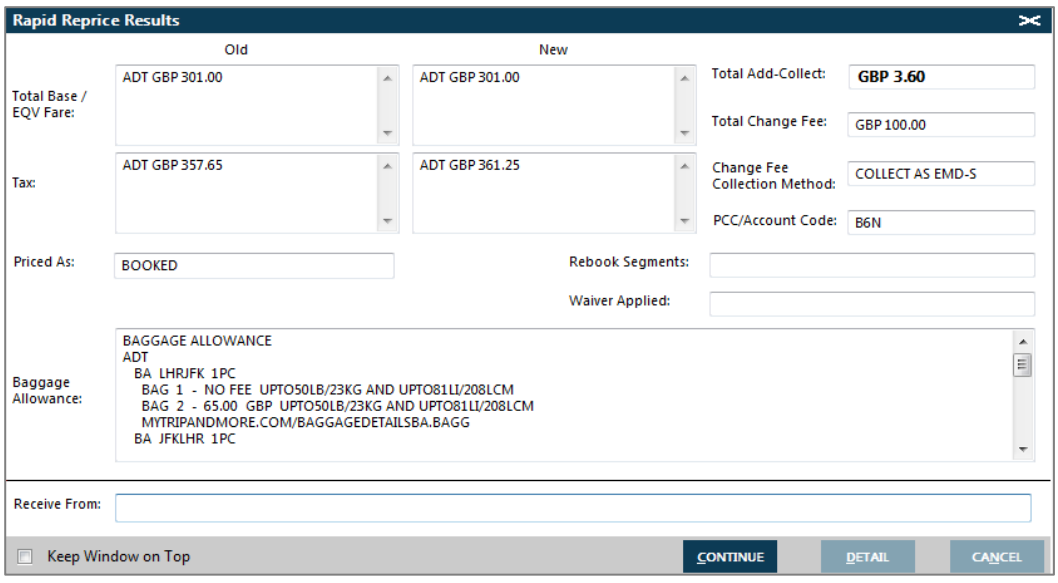
When you read the rules the change fee is GBP 100.00 and like many lower priced tickets the fare is non refundable. Also there is no refund due if you down grade.

There may also be occasions in very low price fares that the fare rule may indicate that the value of the ticket may not be used towards the value of a new ticket.

```
        ----------------------------------------------
CHANGES
  ANY TIME
    CHARGE GBP 100.00 FOR REISSUE/REVALIDATION.
       NOTE -
        THE CHANGE FEE APPLIES PER TRANSACTION-PER PERSON
        FOR ADULT AND CHILD
        INFANT DISCOUNTS APPLY
        CHILD DISCOUNTS DO NOT APPLY
        ----------------------------------------------
        WHEN MORE THAN ONE FARE COMPONENT IS CHANGED
        THE HIGHEST PENALTY OF ANY OF THE CHANGED FARE
        COMPONENTS WILL APPLY
```

The fare the system is quoting is requiring changing to N class, this may be very restricted and not allow any other changes, sometimes Price as Best Buy may not be the best option.

For example if we Price as booked in M class:



The results show that the passenger needs to pay an extra GBP3.60 in Tax and the change fee.

The passenger may not want to down grade the ticket and it may be a better option to remain in the original class booked rather than the lower priced option.

Example 15: Exchange IT/BT ticket

The application is able to process BT and IT tickets, which are filed in CAT 35 through ATPCo.

Fare data is usually gathered from the Electronic Ticket Record (ETR). When the ETR does not include fare data, as in the case of BT or IT tickets, the application gathers the fare data from the Filed Fare on the Booking File.

If any flight on the Booking File is cancelled or changed before the RR application is invoked, the Filed Fare becomes Inactive and the fare data is not available. In this case, RR attempts to read the Historical Filed Fare.

This works for all tickets, except for BT/IT tickets, as the Historical Filed Fare does not include the original base fare information, but only the equivalent fare information.

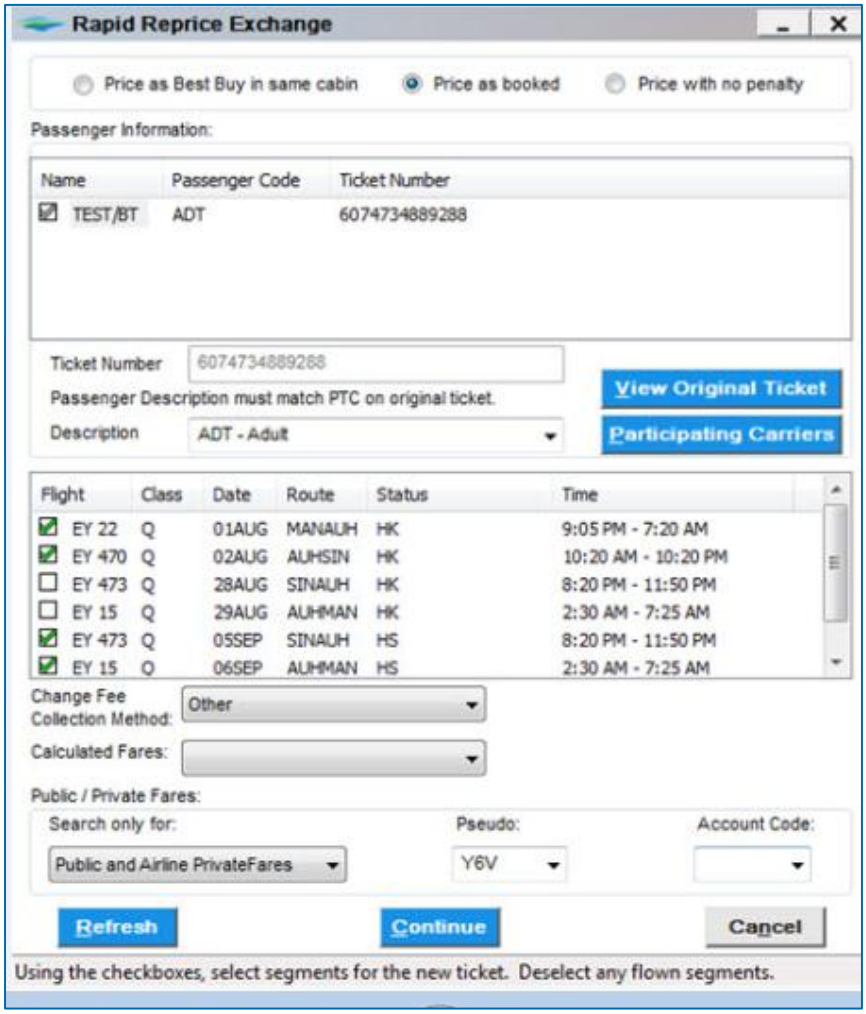
Rapid Reprice needs therefore to use the Filed Fare rather than the Historical Filed Fare in order to read both the base fare and equivalent fare data.

In order to be able to use the Filed Fare and not making it Inactive during the exchange process, follow this procedure when reissuing BT/IT tickets using Travelport Rapid Reprice:

Make sure to book the new flights **without cancelling or changing the existing flights**. Then **select / de-select** the appropriate flights for the new ticket on the Rapid Reprice request screen and proceed as normal.

Please note this “workaround” will only be necessary when the transaction involves Equivalent amounts and you are attempting to reissue an IT/BT ticket.

See screenshot attached.



This example will demonstrate BT/IT Exchange using IT/BT.

TKT: 607 3282 919269 NAME: TEST/BT

ISSUED: 22APR13 FOP:CHECK

PSEUDO: 0Y6V PLATING CARRIER: EY ISO: GB IATA: 91268623

USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN

OPEN EY 0022 Q 01AUG MANAUH 2105 OK QHNTGBD/N13 NVB01AUG NVA01AUG

OPEN EY 0470 Q 02AUG AUHSIN 1020 OK QHNTGBD/N13 NVB02AUG NVA02AUG

OPEN EY 0473 Q 20AUG SINAUH 2020 OK QHNTGBD/N13 NVB20AUG NVA20AUG

OPEN EY 0015 Q 21AUG AUHMAN 0230 OK QHNTGBD/N13 NVB21AUG NVA21AUG

FARE BT TAX 94.00 GB TAX 14.60 UB TAX 243.40 XT

TOTAL GBP BT VLD EY ONLY/NON ENDO/CHG-R/FND-REF TKT OFF/RSTR APPLY

MAN EY X/AUH EY SIN M/BT EY X/AUH EY MAN M/BT END R

OE0.621791 XT 4.10OO3.10OP10.20SG226.00YQ

TOUR CODE LONR208

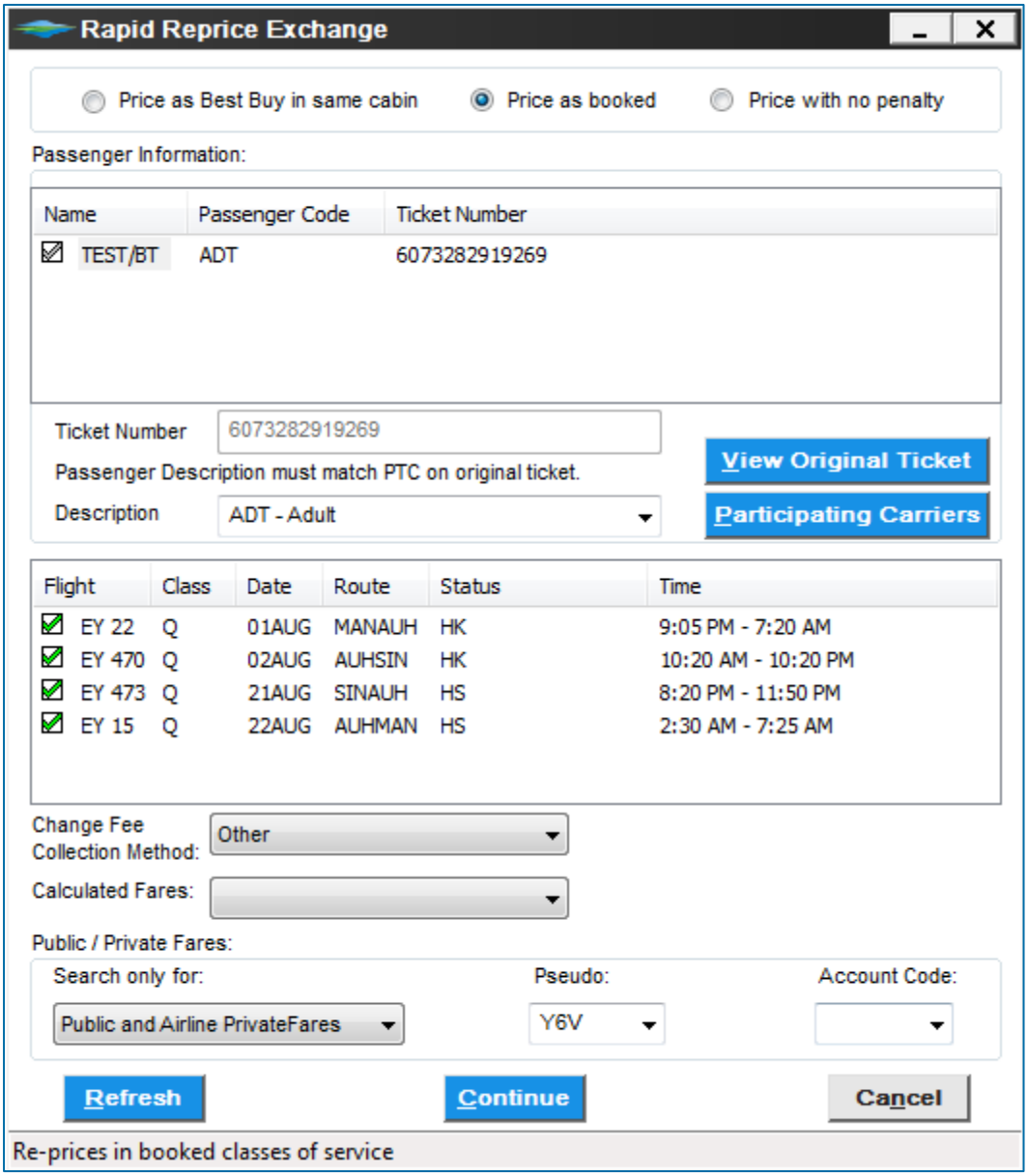
RLOC 1G QMMBPI EY QBWCCZ

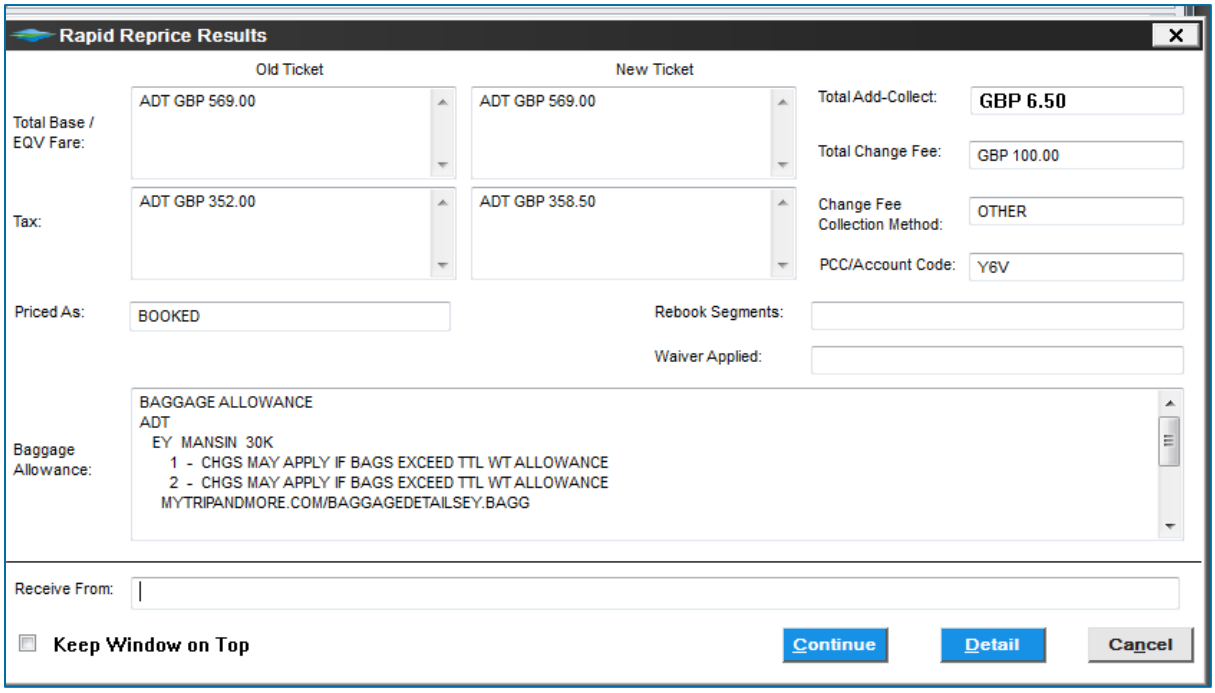
The Request Screen reflects new dates on the inbound segments.

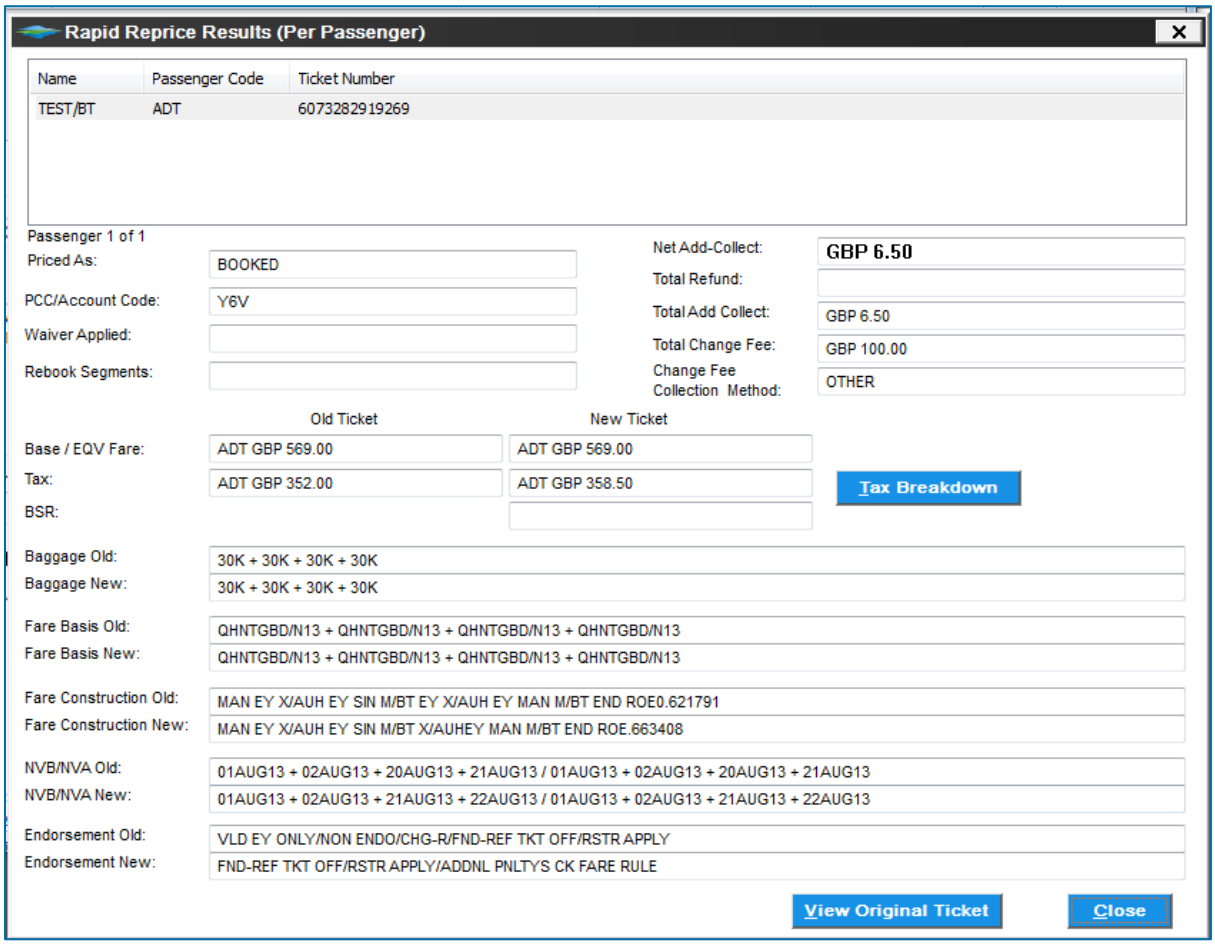
There is no indicator required on the Request Screen to show that this is a BT or IT Ticket.

The application pulls that information from the E-TKT.

The results that are returned from Travelport Rapid Reprice for a BT or IT ticket will mask the NUC amounts in the Linear Fare Construction.

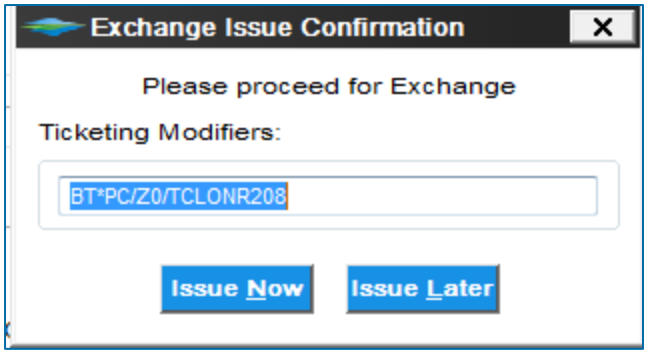






The NUC value in the Fare construction line is replaced with “BT”.

Then, the following screen will be displayed. It will be pre-populated with known modifiers related to the BT/IT fare such as the Tour Code. The commission default is zero. You have the option to edit or add any Ticketing Modifiers in this box.



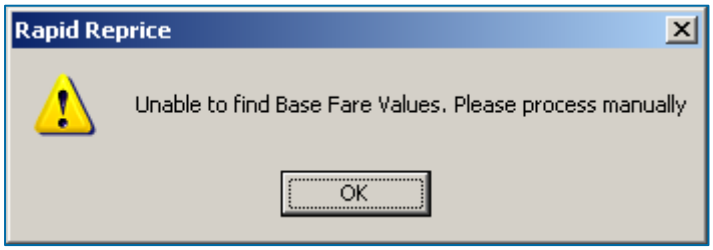
The rest of the exchange will be processed as explained previously.

Note: In the scenario where the original ticket also included equivalent amounts, Rapid Reprice will reject the transaction, as it will not be able to locate the base fare currency and the conversion rates on the original fare.

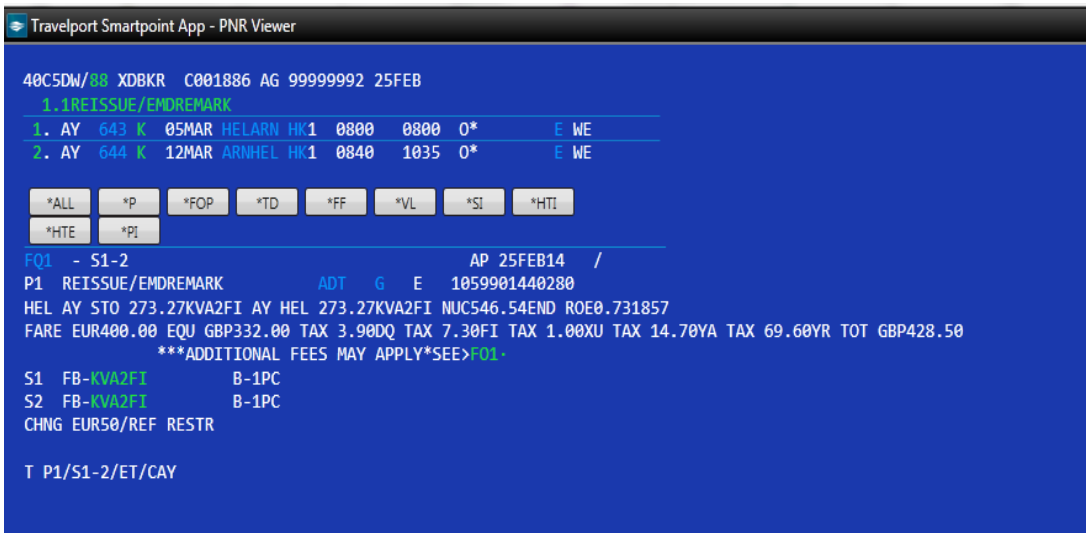
This is due to a limitation in the *HFF field in Galileo, which does not contain base fare and equivalent amounts, but only the equivalent amount.

This is not sufficient data for Rapid Reprice to locate the original base fare.

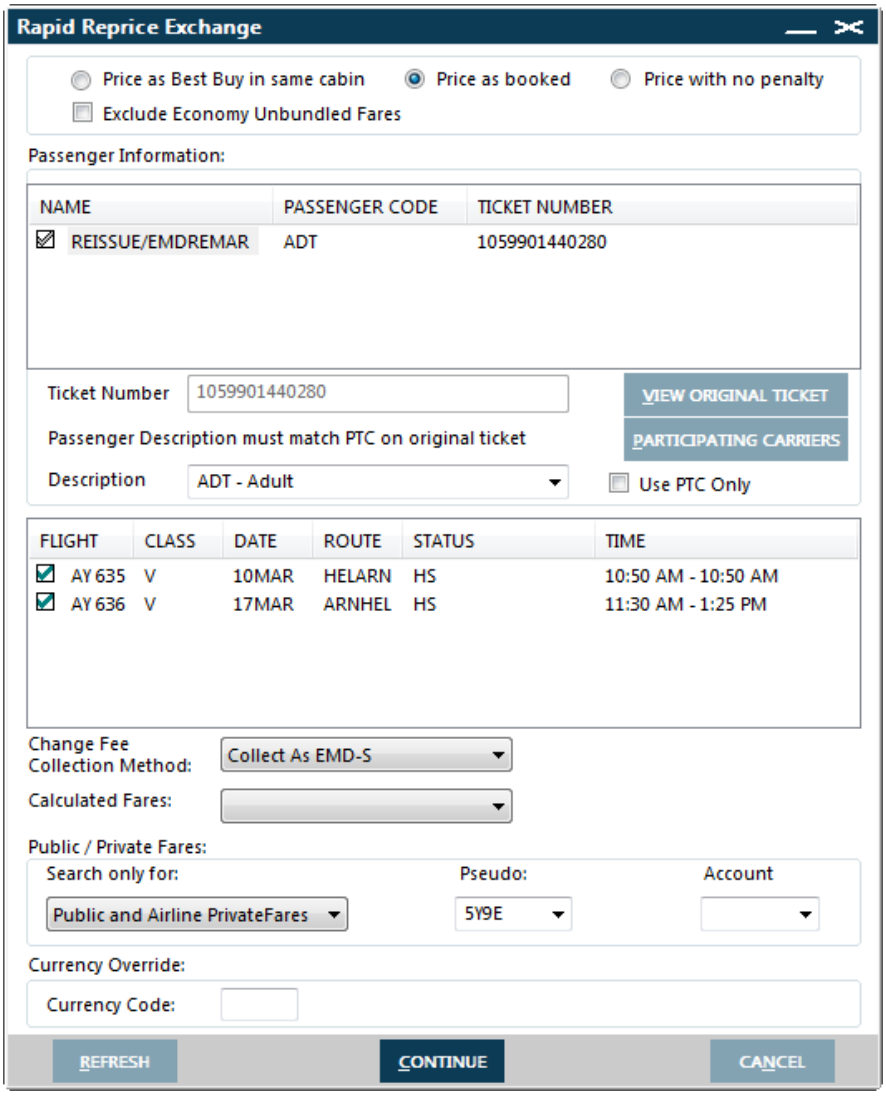
The error message will be:

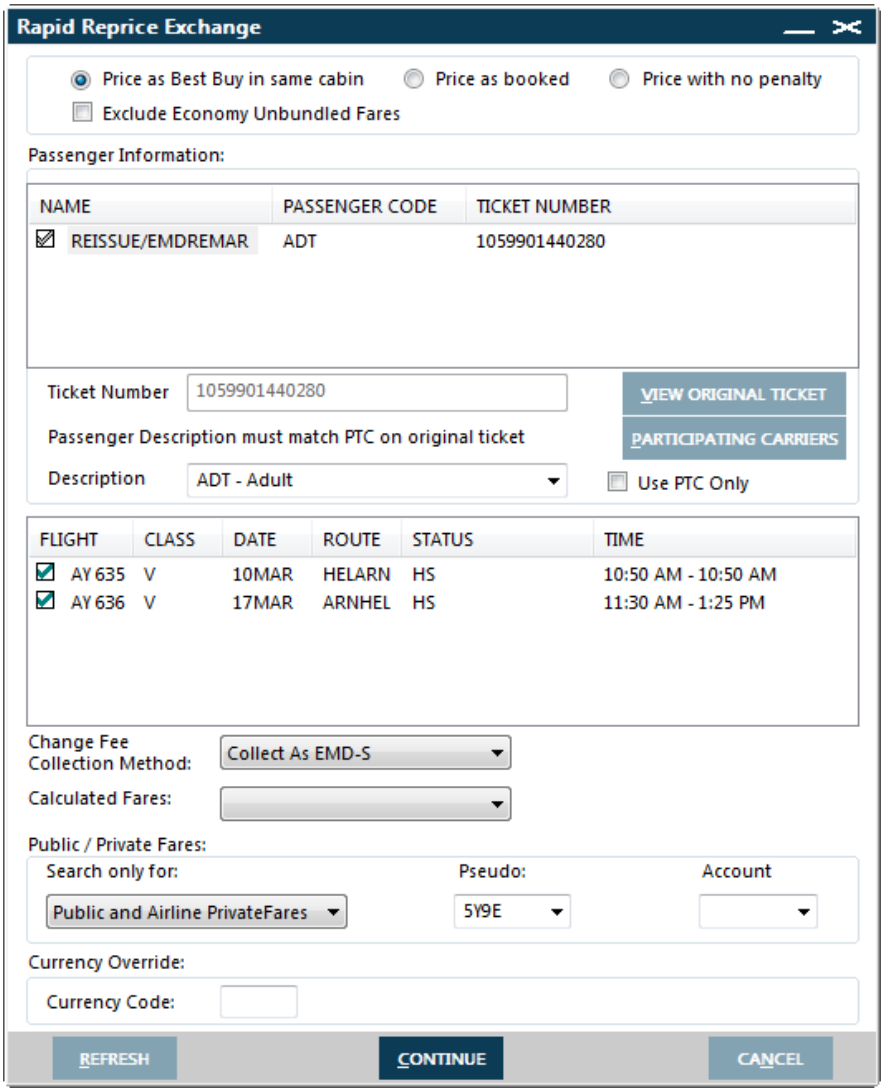


Example 16: Exchange Ticket with a Refundable Balance and a Change Fee



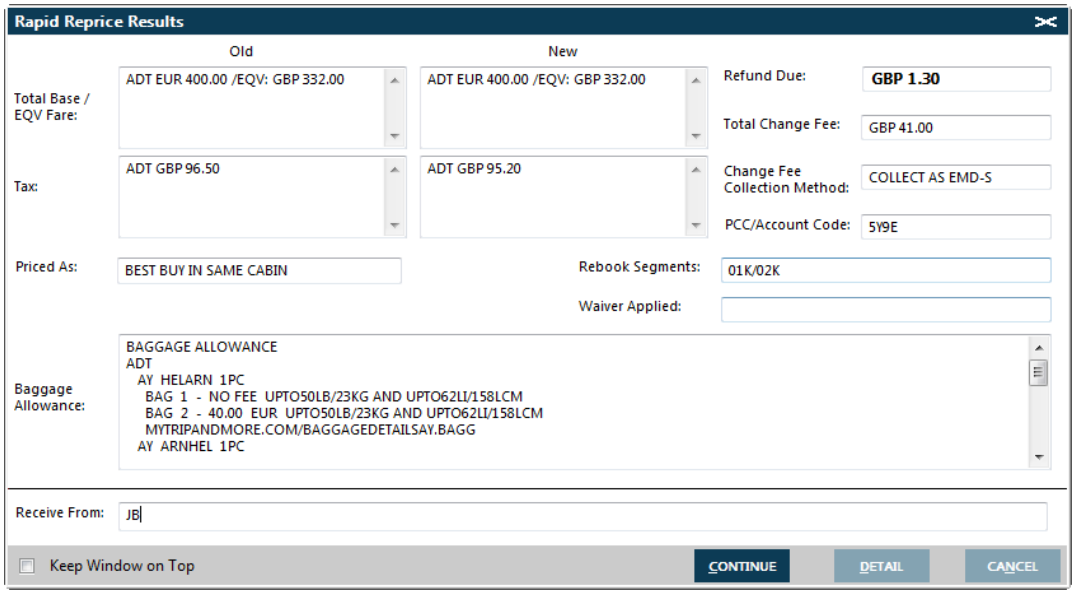
Both the outbound and return dates have been changed.





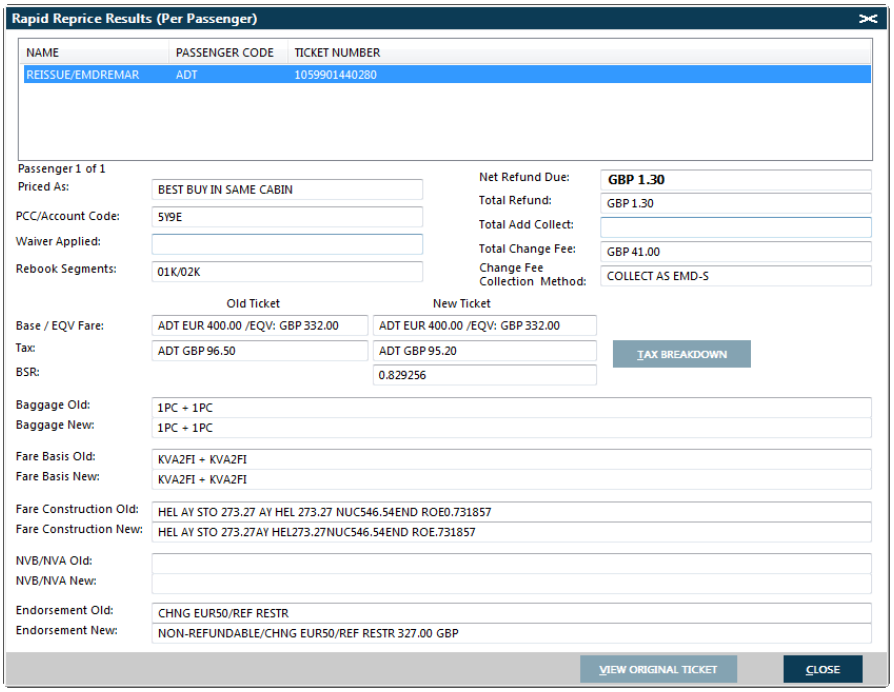
The new itinerary is selected for pricing, select “Collect as EMD-S”

Click “Continue”

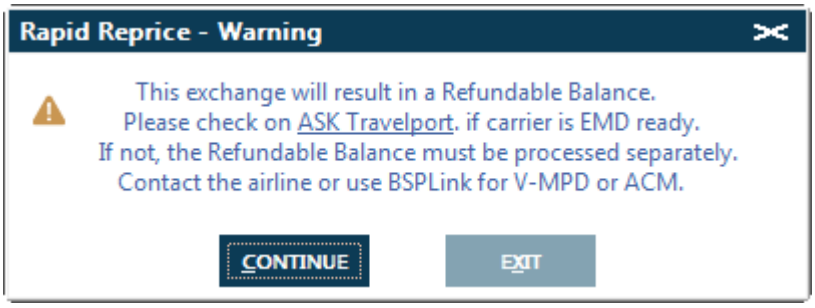


There is no difference in the fare but there is a small difference in the Tax. The change fee is GBP 41.00 and there is a refund due of GBP1.30p as a result of the tax difference. You will need to confirm.

Click on "Detail" to reveal the full breakdown of the old and new fare details.

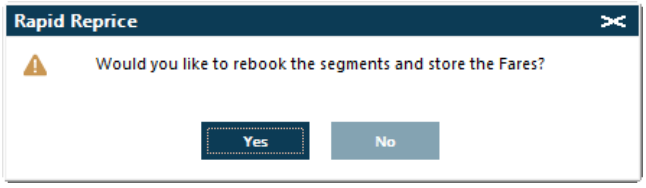


You can close out the details and return to the results screen, click on "Continue"



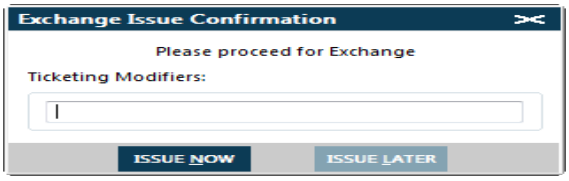
It is your responsibility to check on ASK if the carrier is EMD-S ready. If not, you will need to process manually. In this example Finnair are EMD-S ready.

Click "Continue"

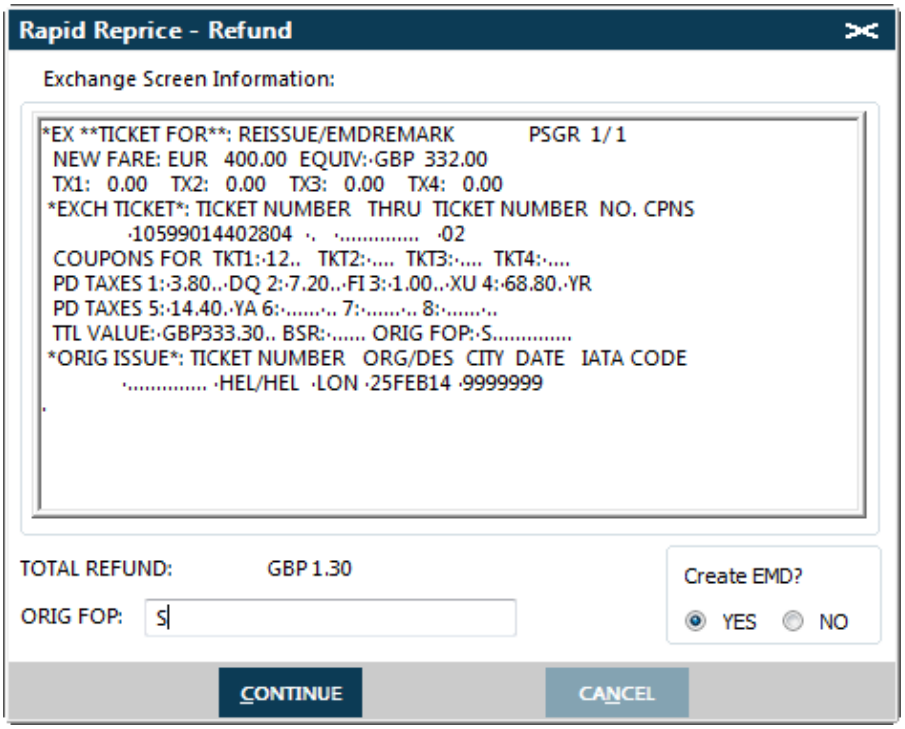


Click "Yes" if you wish to go ahead and rebook the segments and store the fare.

Choose “Issue Now”

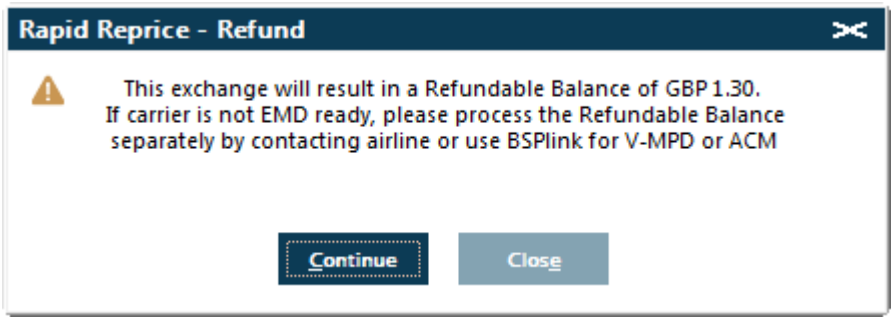


Before the ticket is issued the refund information is displayed. This shows the new fare and the exchange ticket details and paid tax.

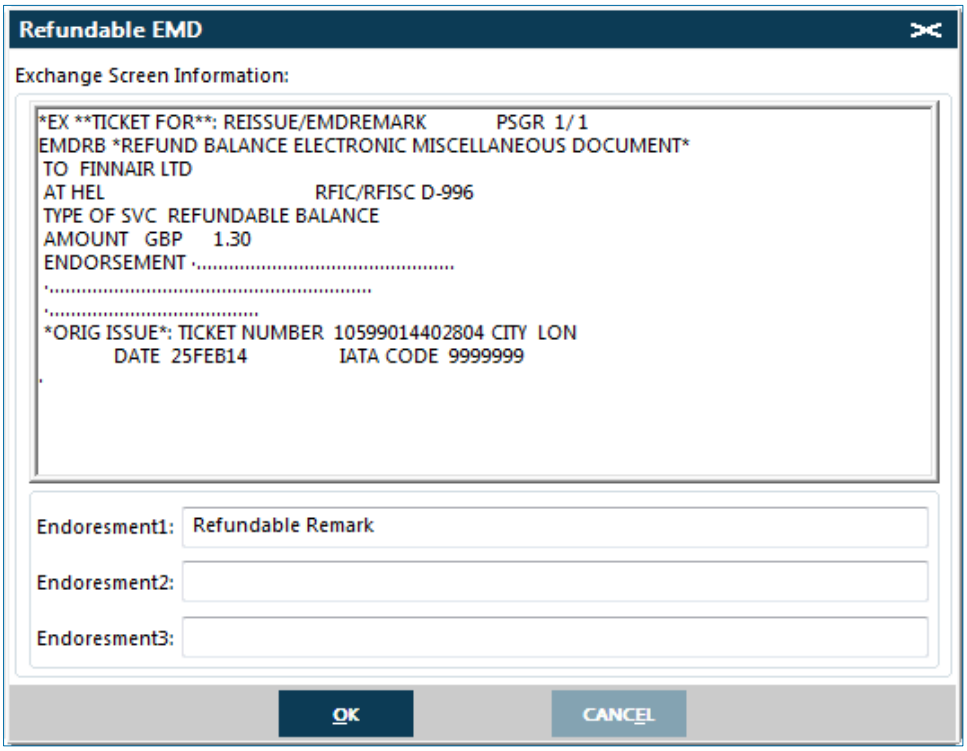


The option to create the EMD-S defaults to “Yes” however you can choose if you think you do not wish to issue refund for a small amount.

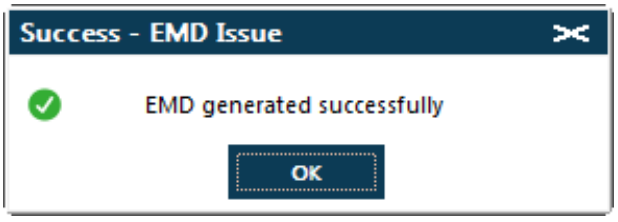
Click on “Continue”

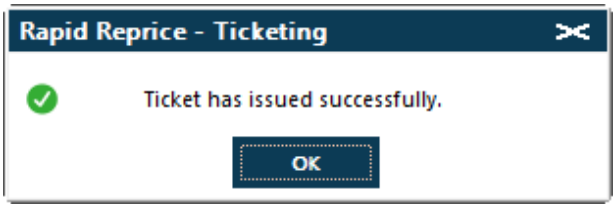


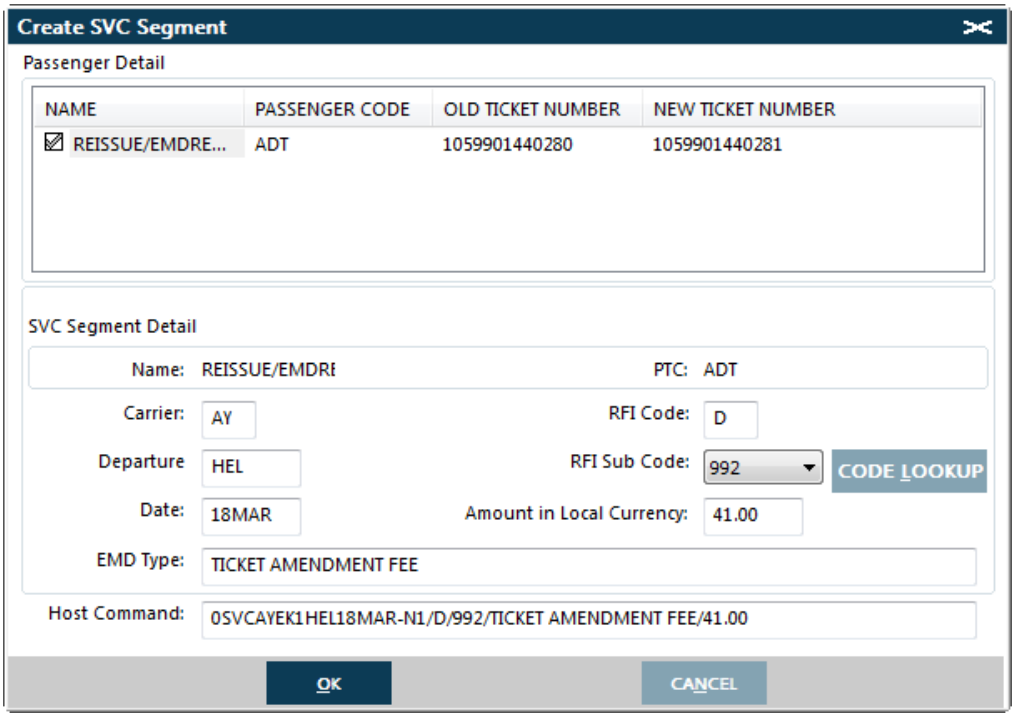
Click “Continue”



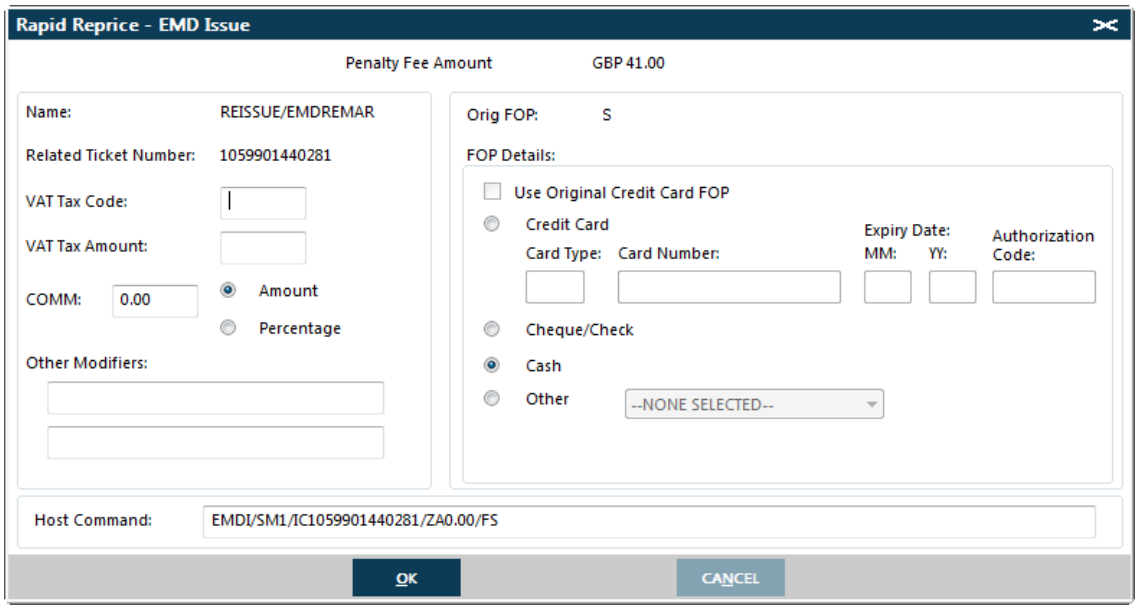
Endorsements may be added or left blank. Click OK.



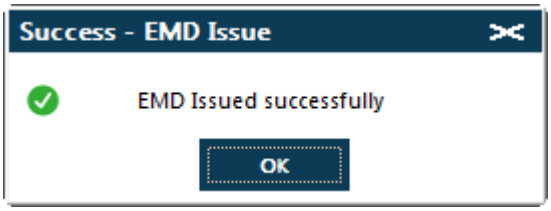




Vat Code, tax amount, commission and other modifiers relating to the EMD can be added. If the original FOP was credit card you can tick this box to use the same credit card for the penalty amount.

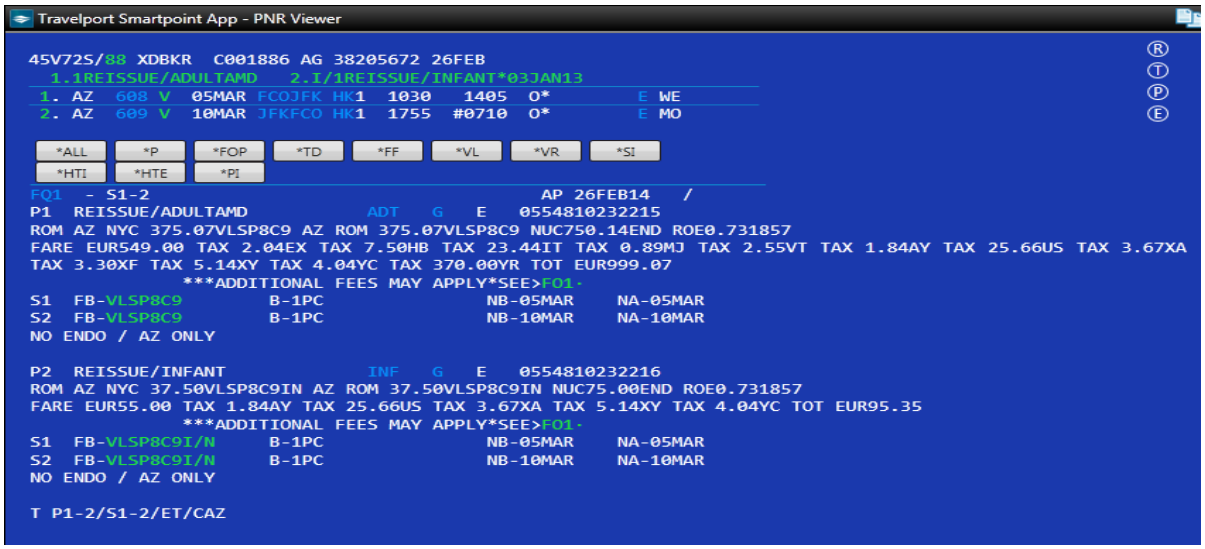


Many of the optional data fields can be left blank, the only mandatory field is the Form of payment.

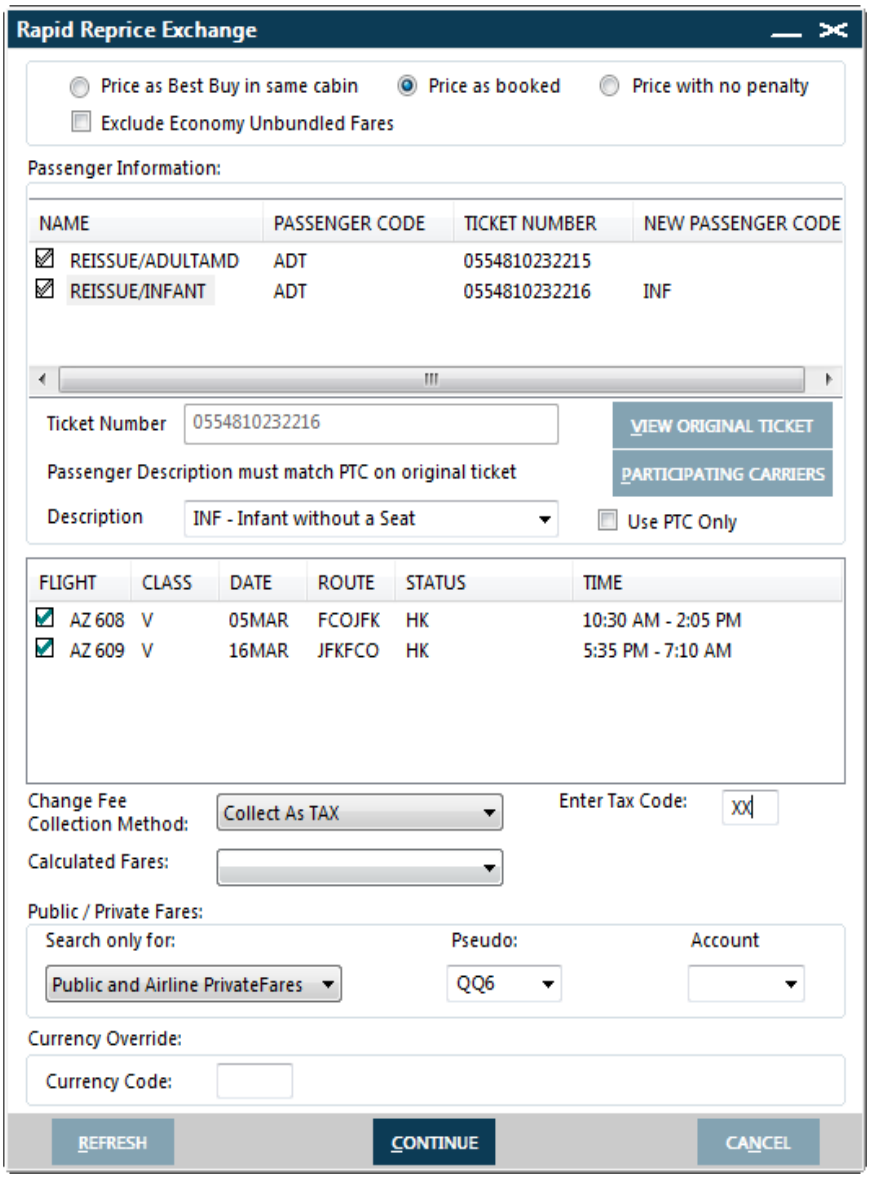


As in previous examples a service segment is automatically created. Clicking on OK will bring up the delete segment option where you can delete the service segment if required.

Example 17: Exchange Ticket with Additional Collection and a Change Fee by Credit Card



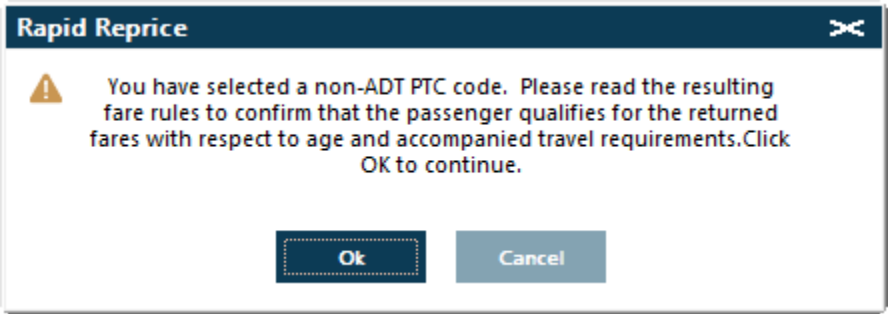
Open up the Rapid Reprice engine.



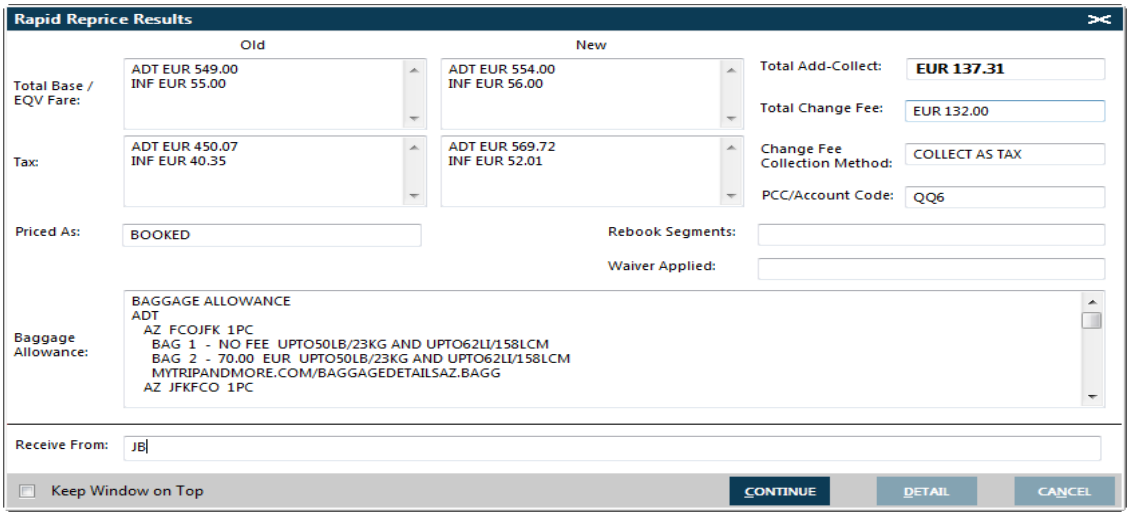
Select Price as booked.

Select collection of change fee method and add a tax code.

Click “Continue”

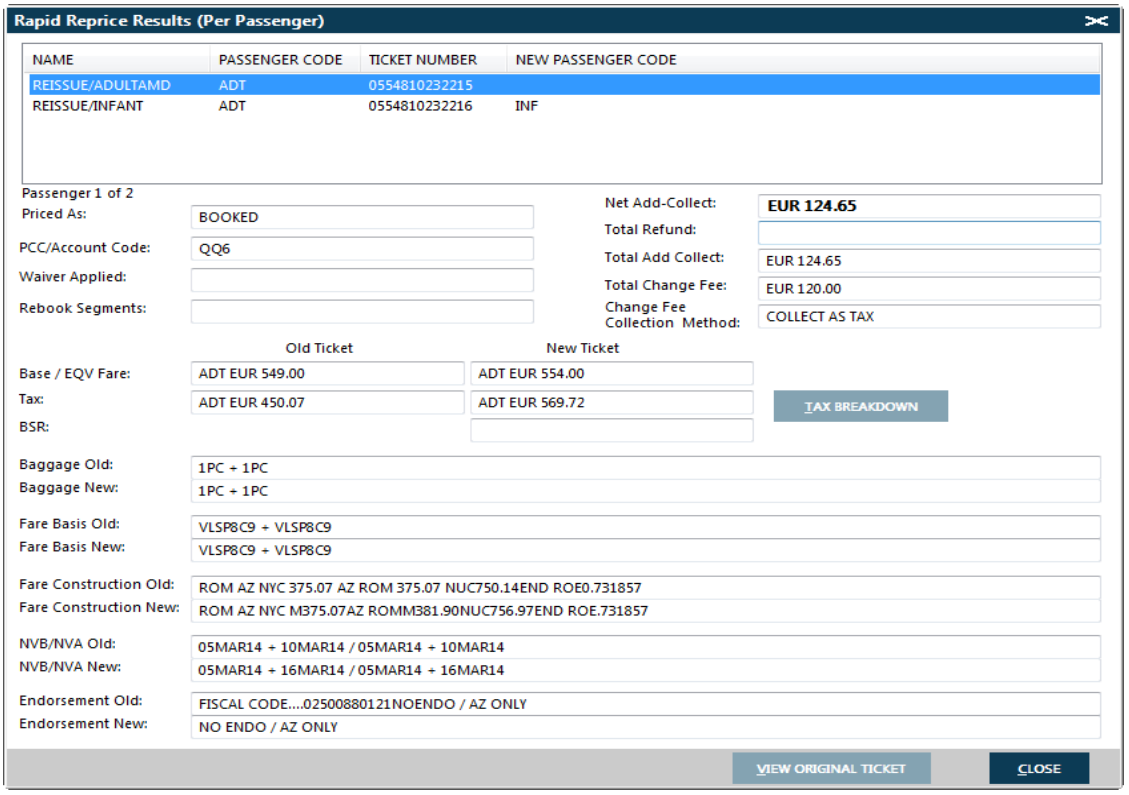


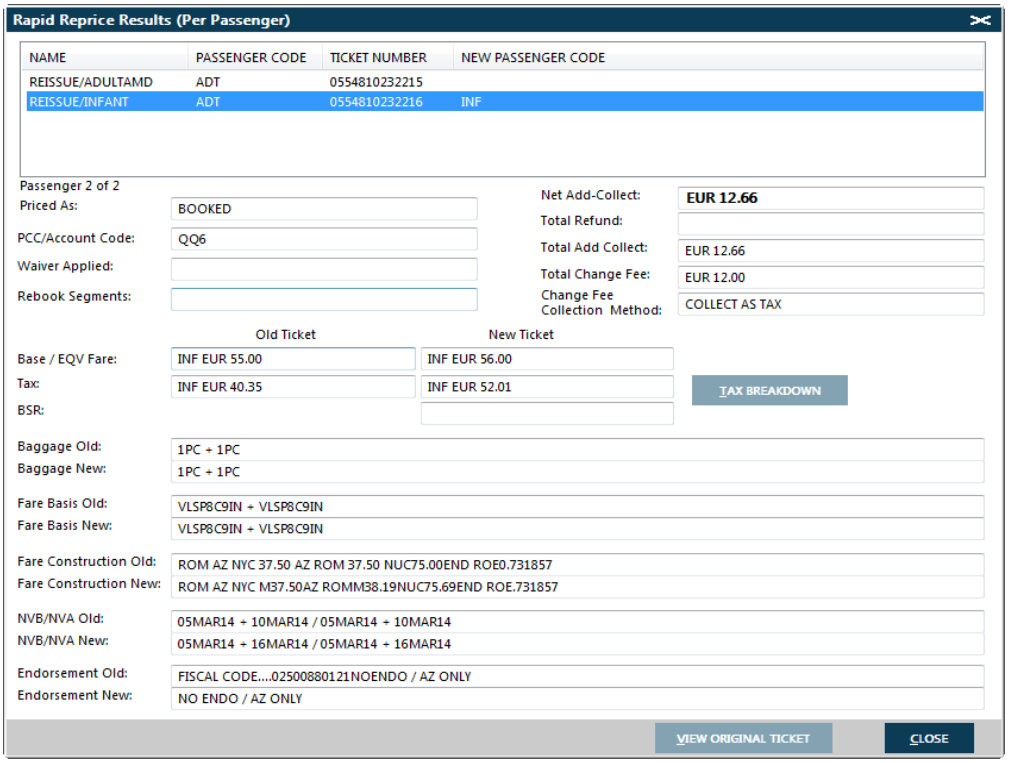
This is a warning message asking you to confirm that you understand the rules relating to the passenger type.



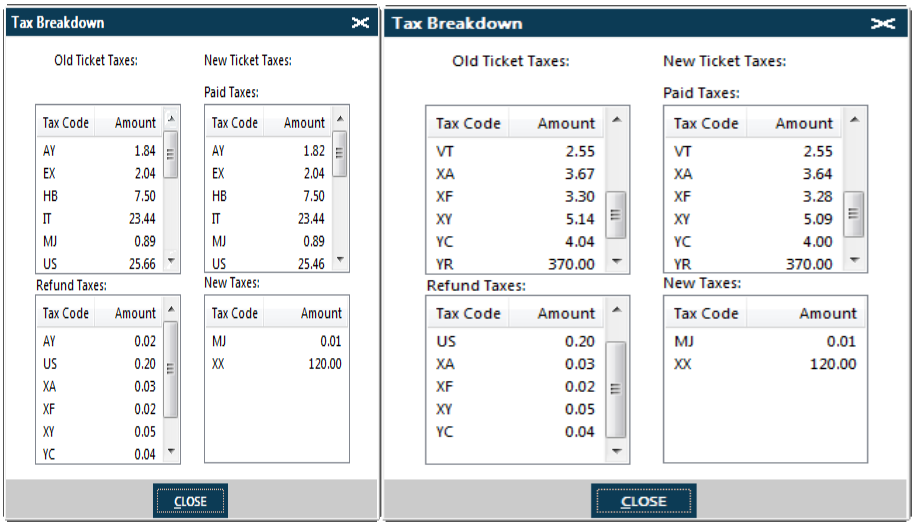
There is an additional collection and also a change fee.

Click on Details to see individual breakdown.

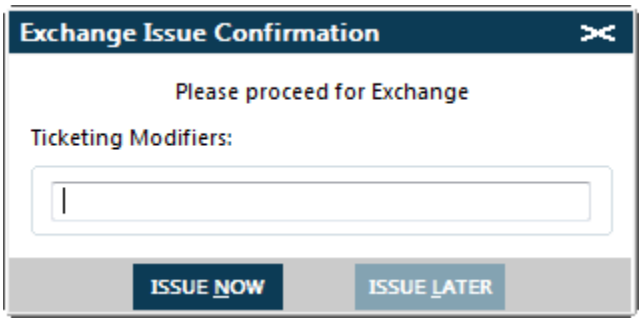




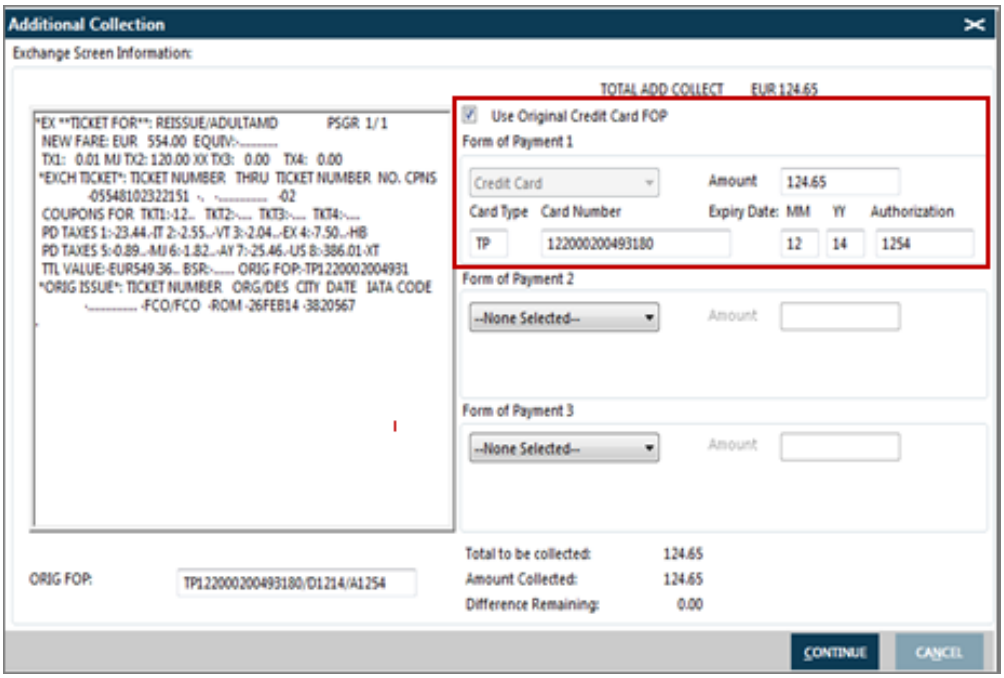
You can see the detail for the first passenger and also we click to view the **Tax Breakdown** for both the adult and the infant. Click on Close to return to the Results screen.



Close out of optional fields and add a received from value and click “Continue”



Choose “Issue Now”

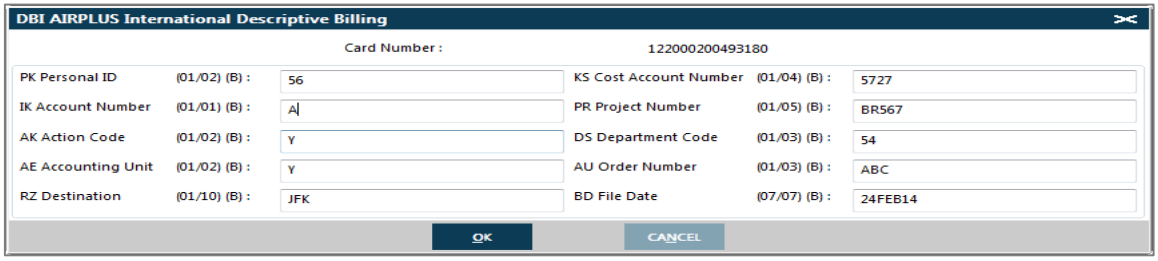


The additional collection screen is displayed, we have ticked use original credit card which was a TP credit card. The details are prepopulated.

When an Airplus (TP) Credit Card is used, additional Descriptive Billing Information (DBI) is required. The application will display the applicable fill-in format to be completed by the user as shown below.

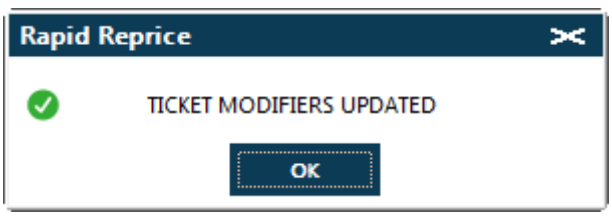
Only those fields required for the specific card number will be displayed.

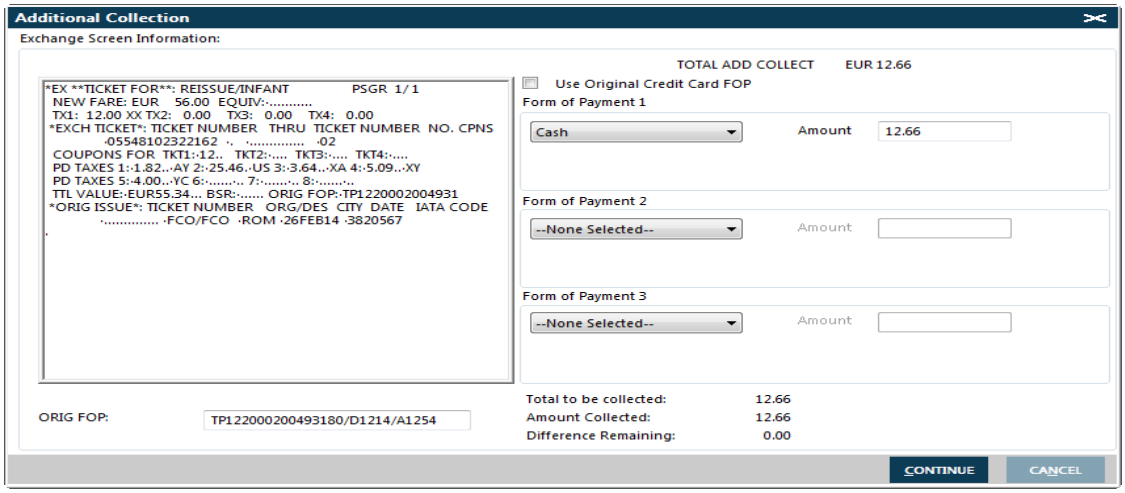
The numbers displayed next to each field are the minimum and maximum number of characters that will be accepted in that field.



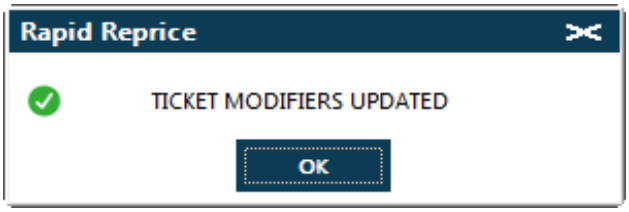
When the applicable fields are populated , and the “OK” button is pressed, the system will send the data off to Airplus.

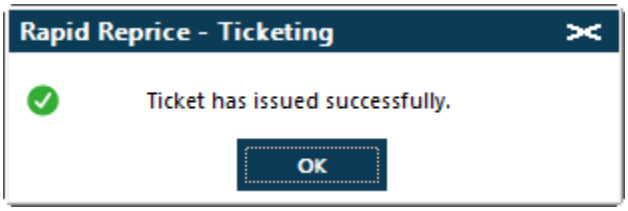
The application will return the following confirmation screen and continue the exchange process.





The additonal collection method is selected from the dropdown menu.





Example 18: Adding Ticket Modifiers

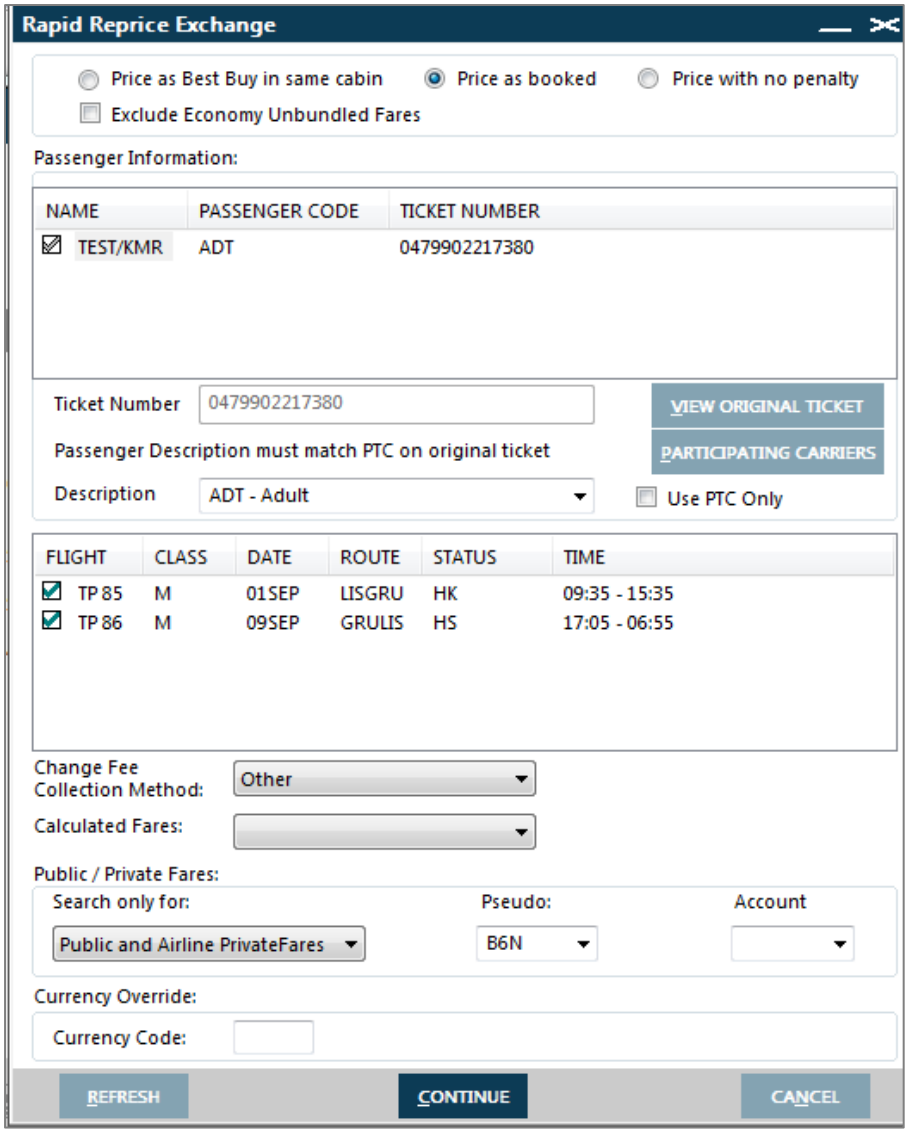
New Itinerary:

```
 1.1TEST/KMR
 1. TP   85 M 01SEP LISGRU HK1  0935   1535  O*        E MO
 2. TP   86 M 09SEP GRULIS HS1  1705  #0655  O         E TU/WE
```

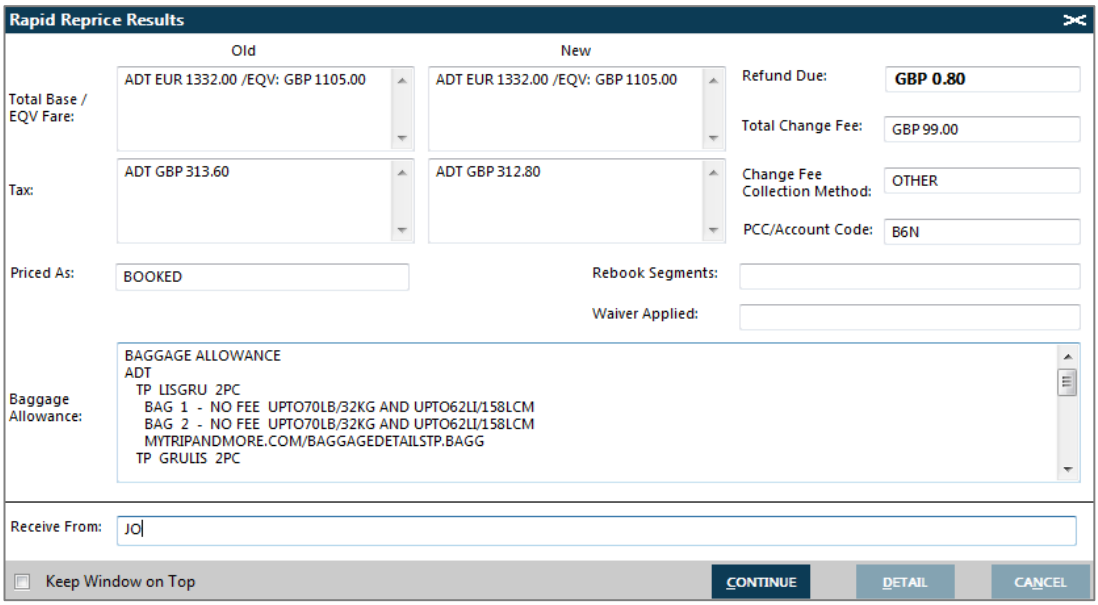
Original e-ticket:

```
TKT: 047 9902 217380     NAME: TEST/KMR

ISSUED: 12MAR14          FOP:CHEQUE
PSEUDO: 0B6N  PLATING CARRIER: TP  ISO: GB  IATA: 91234566
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN TP   85  M  01SEP LISGRU  0935 OK MHPTTAP             1
                                         NVB01SEP NVA01SEP
   OPEN TP   86  M  08SEP GRULIS  1705 OK MHPTTAP             2
                                         NVB08SEP NVA08SEP

FARE EUR  1332.00 TAX     7.20PT TAX    11.80YP TAX   294.60XT
TOTAL GBP  1418.60
EQUIV GBP  1105.00
   CHNG PEN/FARE RESTR APPLY/NONREF

LIS TP SAO 910.01 TP LIS 910.01 NUC1820.02END ROE0.
731857 XT 21.00BR273.60YQ
RLOC 1G 5ZN568    1A 6PIS9P
```

Open up Rapid Reprice we select price as booked and also add “other” as the collection method.



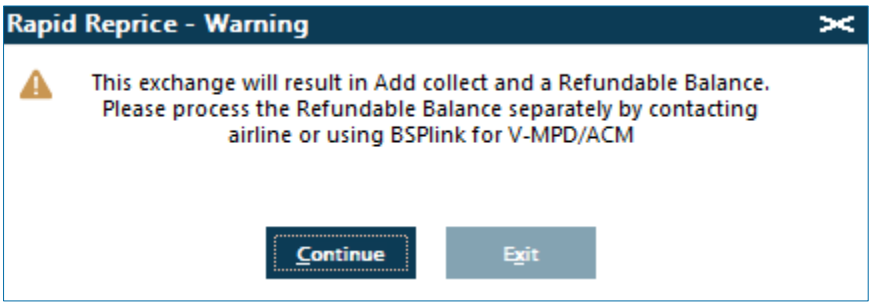
Click “Continue”

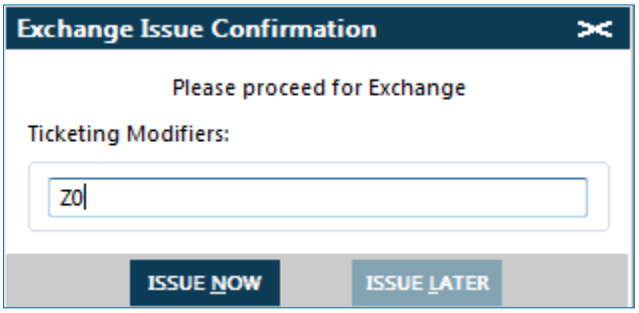


Rapid Reprice Results screen.

Tax Refund of 0 .75c and also a change fee of EUR50.00.

Click “Continue”.





Add any modifiers to the filed fare, e.g. Z0 and select ‘Issue later’.

The Rapid Reprice Application will end and return to the desktop. The booking has been ended and retrieved. The booking has been prepared so that a simple TKP will Ticket the booking and reissue the exchange.

*FF to view the filed fare. You will see the ticketing line contains the Zero commission modifier (Z0). Any modifier can be added or a number of modifiers, e.g. Z0/TC12344.

```
FQ1  - S1-2                                        AP 13MAR14 41/AG
P1 TEST/KMR                  ADT  G          *  GBP 1106.20
LIS TP SAO 910.01TP LIS910.01NUC1820.02END ROE.73185
FARE EUR1332.00 EQU GBP1105.00 TAX 1.20YP TOT GBP1106.20
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1.
S1  FB-MHPTTAP          B-2PC               NB-01SEP    NA-01SEP
S2  FB-MHPTTAP          B-2PC               NB-09SEP    NA-09SEP
NON-RFNDABLE/CHNG PEN/FARE RESTR APPLY 1098.00 GBP
LAST DATE TO PURCHASE TICKET: 20MAR14

T P1/S1-2/Z0/FEX/CTP
```

Example 19: How and When in Fares and Taxes is Netting Applied?

We demonstrate in this example an additional collection with a refund of TAX.

Netting between Fares and Taxes applies at all times. In the instance where NEW taxes apply to the new ticket, these NEW taxes always need to be collected and will not make part of any netting calculation. All other values in the exchange will be netted against each other.

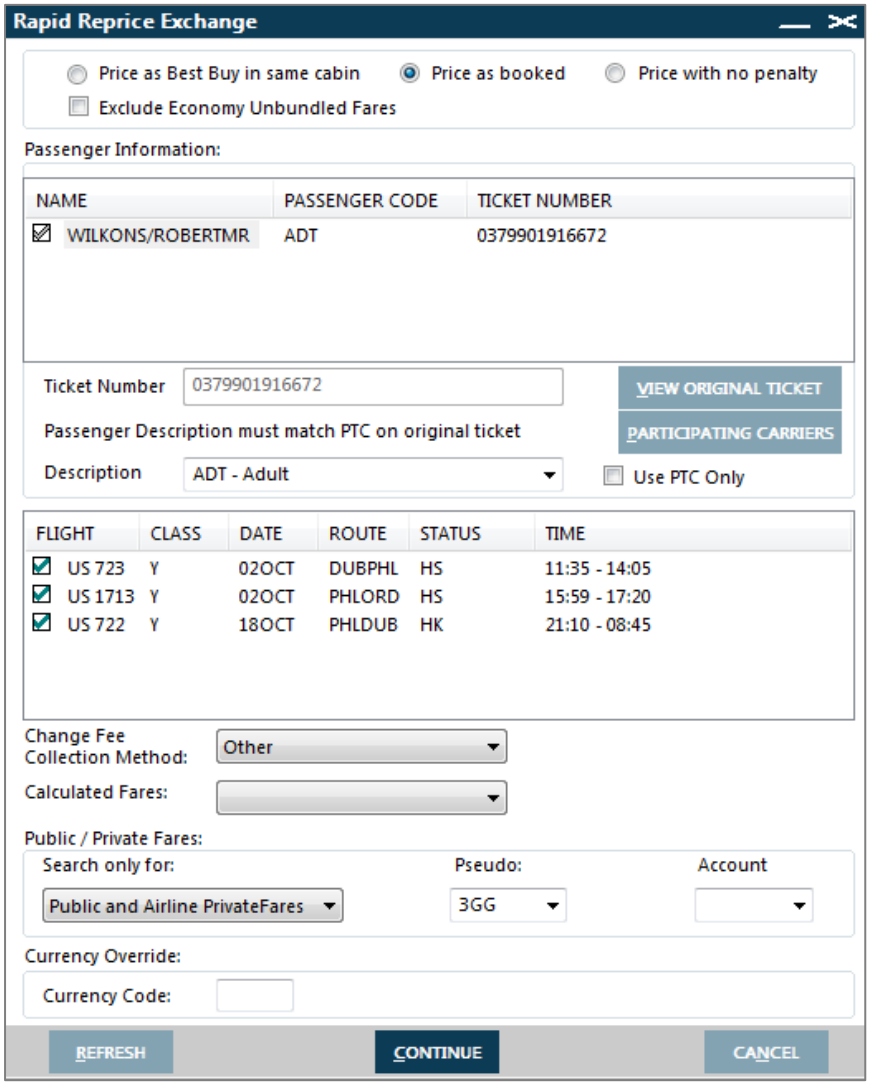
The Old Itinerary:

```
1.1WILKONS/ROBERTMR
1. US  725 Y 01OCT DUBCLT HK1  0930   1250  O*        E WE  1
2. US  778 Y 01OCT CLTPHL HK1  1435   1610  O*        E WE  1
3. US  722 Y 18OCT PHLDUB HK1  2110  #0845  O*        E SA/SU
```

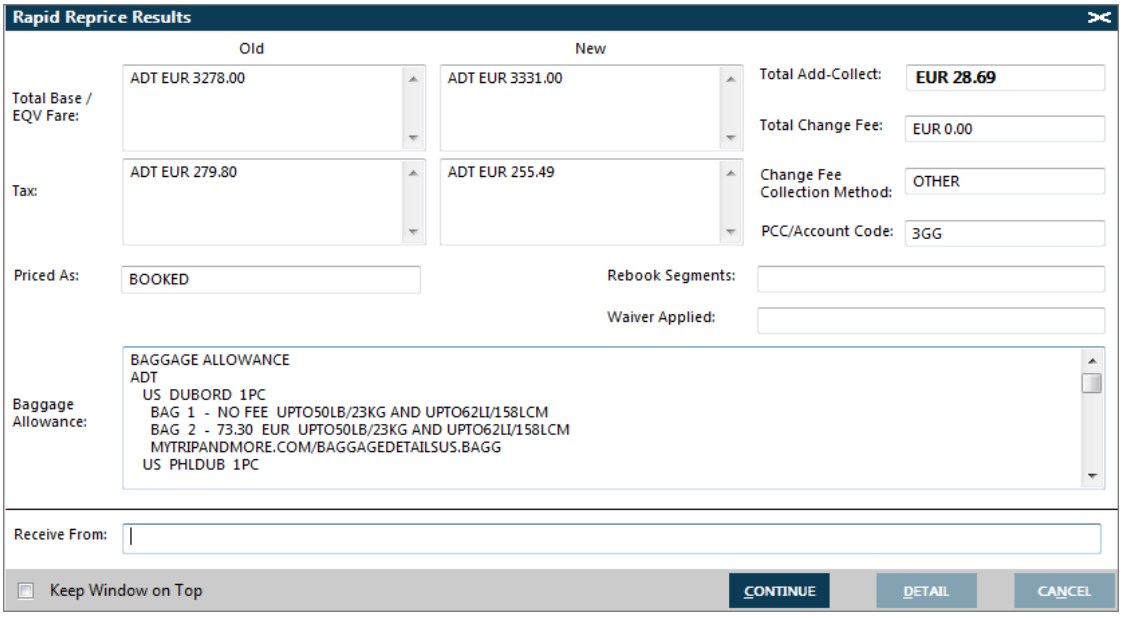
New Itinerary:

```
1.1WILKONS/ROBERTMR
1. US  723 Y 02OCT DUBPHL HS1  1135   1405  O         E TH  2
2. US 1713 Y 02OCT PHLORD HS1  1559   1720  O         E TH  2
3.    ARNK
4. US  722 Y 18OCT PHLDUB HK1  2110  #0845  O*        E SA/SU
```

We use “Price as booked” and also use “Other” as the additional collection.



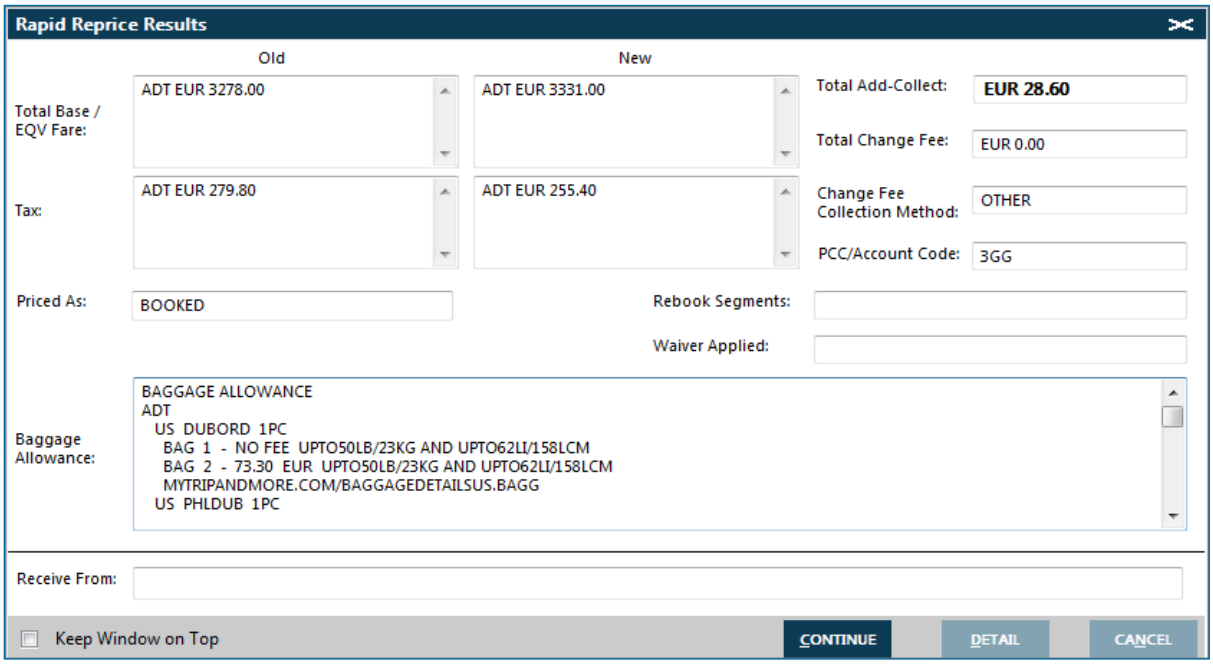
Click “Continue”



Add Received from Value and Continue.

Breakdown shows that fare increased by Euro 53.00 and taxes were decreased by Euro 24.40 producing a net add collect of Euro 28.60.

This demonstrates how Travelport Rapid Reprice Nets the additional collection when there is an increase in the fare and a refund in the tax.



By closing out the optional screens and adding a Received from value this example proceeds in the same formats as the previous examples.

Example 20: Issue Later Options to View Exchange Details

This example will demonstrate how you can view the exchange information that has been populated by Rapid Reprice when you have chosen “Issue Later”.

This PNR has had a change fee and the Rapid Reprice application has completed its process. We have chosen to “Issue Later”.

There may be times you wish to view the exchange details in the filed fare.

```
60RSSE/16 DUBNH  0091416 AG 91234566 13MAR
 1.1TEST/KMR
 1. TP   85 M 02OCT LISGRU HK1  0935   1535  O*
 2. TP   86 M 12OCT GRULIS HK1  1705  #0655  O*
```

When you choose Issue later the booking is ended and the filed fare is stored ready for ticketing.

*FF1 displays the filed fare where you can view in the ticketing line “FEX”

```
FQ1  - S1-2                                        AP 13MAR14 41/AG
P1 TEST/KMR                  ADT  G          *  GBP 1007.20
LIS TP SAO 747.41TP LIS747.41NUC1494.82END ROE.73185
FARE EUR1094.00 EQU GBP907.00 TAX 1.20YP TAX 99.00XP TOT GBP10
07.20
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1  FB-MLPTTAP          B-2PC               NB-02OCT    NA-02OCT
S2  FB-MLPTTAP          B-2PC               NB-12OCT    NA-12OCT
NON-RFNDABLE/CHNG PEN/FARE RESTR APPLY 902.00 GBP
LAST DATE TO PURCHASE TICKET: 20MAR14

T P1/S1-2/FEX/CTP
```

As this has now saved the Exchange to Issue Later, you can view the Exchange information with the following entry. This is not a specific Rapid Reprice entry.

***EX01/01**

```
1-*EX01/01
>*EX **TICKET FOR**: TEST/KMR                          PSGR 01/01
  NEW FARE: EUR  1094.00  EQUIV: GBP  907.00
  TX1:   1.20 YP TX2:  99.00 XP TX3:   0.00    TX4:   0.00
 *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
               04799022173842   .    ..............    02
  COUPONS FOR  TKT1: 12..   TKT2: ....  TKT3: ....  TKT4: ....
  PD TAXES 1: 272.00 YQ 2: 7.20   PT 3: 11.80  YP 4: 20.60  BR
  PD TAXES 5: ...... .. 6: ...... .. 7: ...... .. 8: ...... ..
  TTL VALUE: GBP909.00   BSR: ...... ORIG FOP:·CK.............
 *ORIG ISSUE*: TICKET NUMBER   ORG/DES  CITY  DATE   IATA CODE
               ..............  LIS/LIS   LON  13MAR14  9123456
.
```

When you type TKP it takes the information from this screen, the new ticket will be EUR1094 GBP907.00 and extra tax GBP 1.20 and the Change fee collected as XP 99.00.

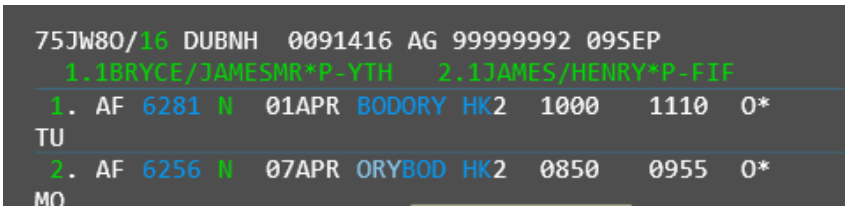
This entry shows the data populated in the exchange box ready for ticketing. The information **cannot be amended** in this fill in format. The information has been populated by Rapid Reprice. You can issue the ticket.

Example 21: Exchange With and Without the PTC Modifier

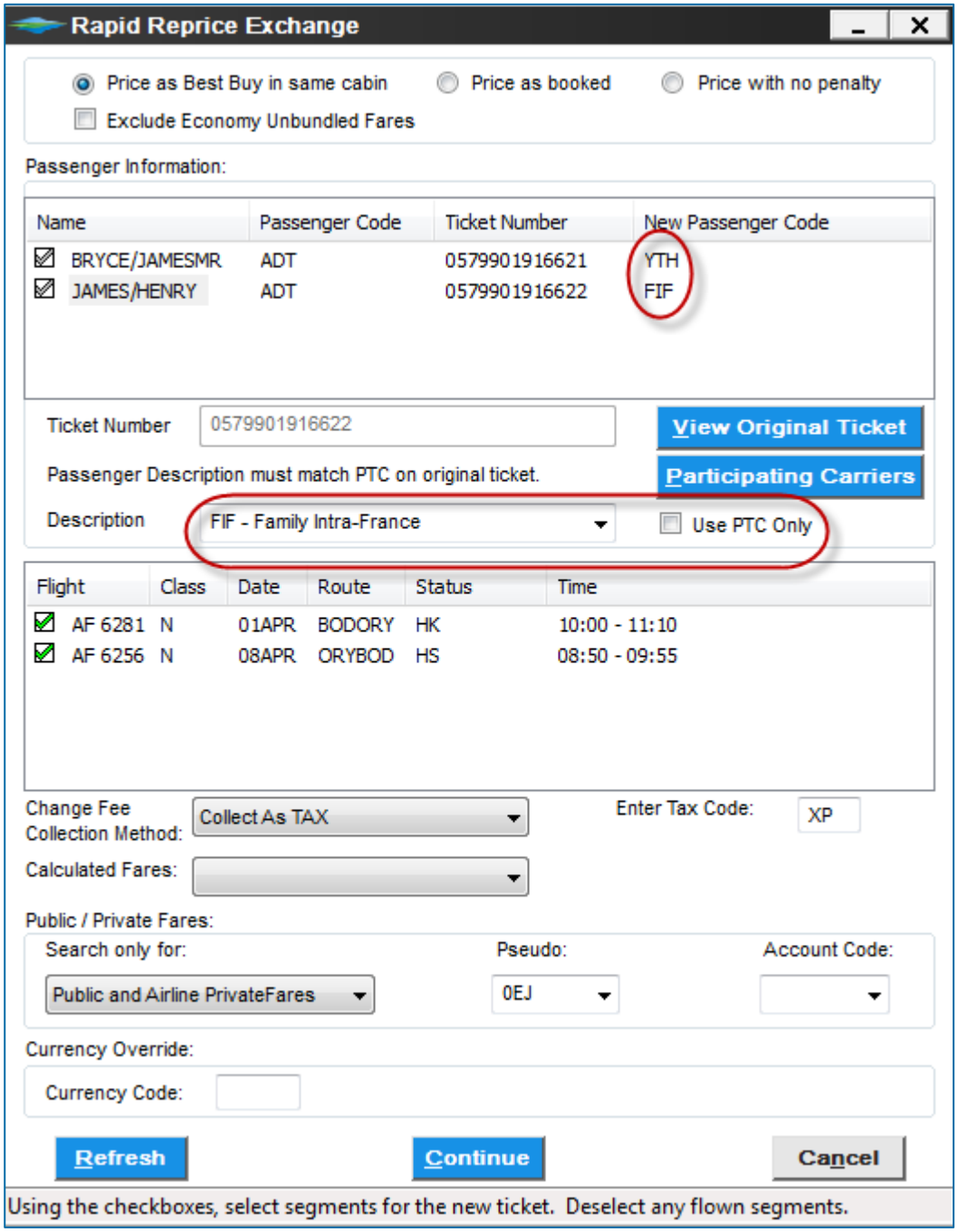
When a lower fare is available for a specific PTC, the system returns the lower fare. In some cases, the user would prefer to reprice the itinerary at the fare associated with the PTC for the passenger.

This provides an option for the Travelport Rapid Reprice user to force the system to return the PTC fare for the PTC used even if that fare is not the lowest fare for the passenger.

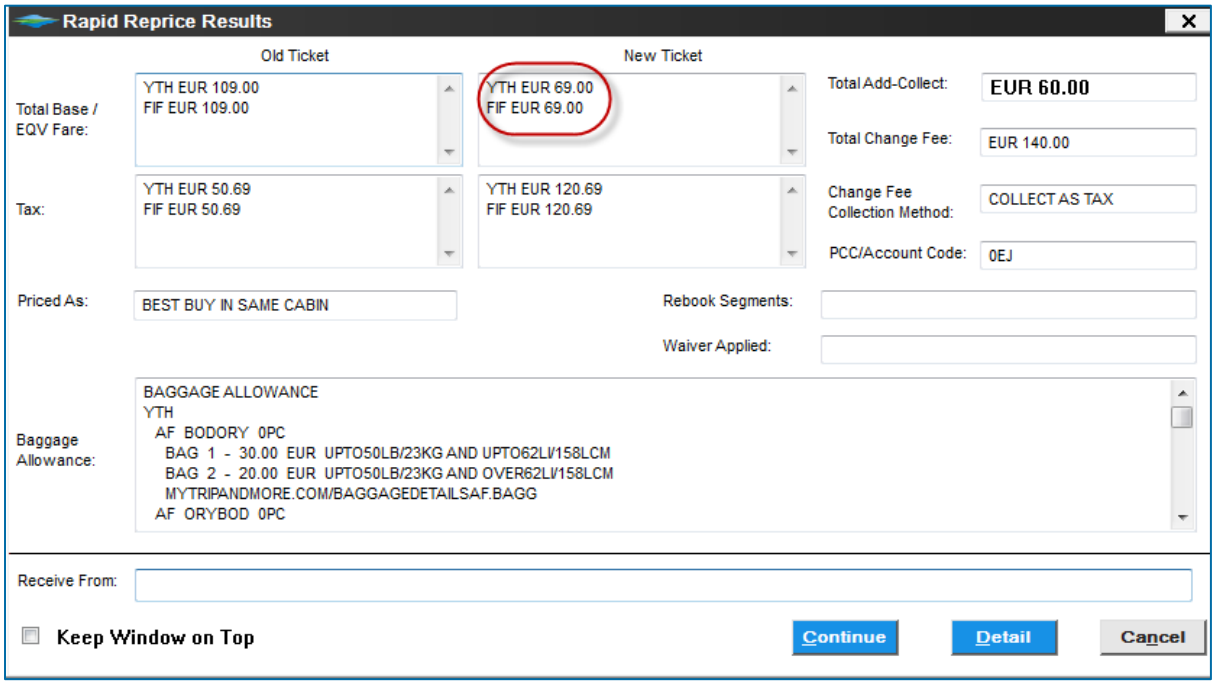
Here we can see the results of a booking with PTC using the PTC code option and the same booking without choosing to use the same PTC as the original booking.



Using Rapid Reprice without PTC qualifier:

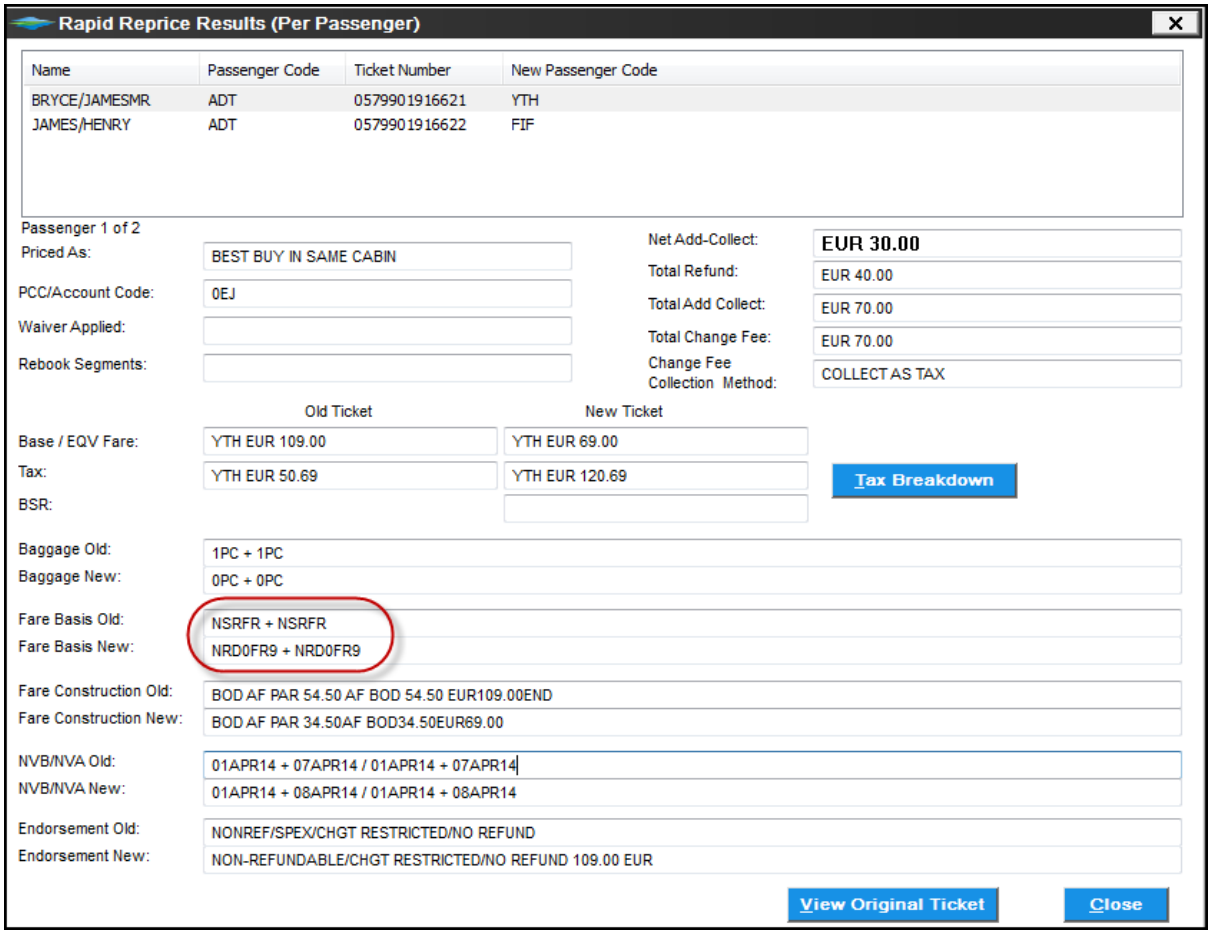


Click the dropdown beside the Adult and type Y and select YTH, highlight the second passenger and Type F and select FIF. We will NOT tick “Use PTC Only”

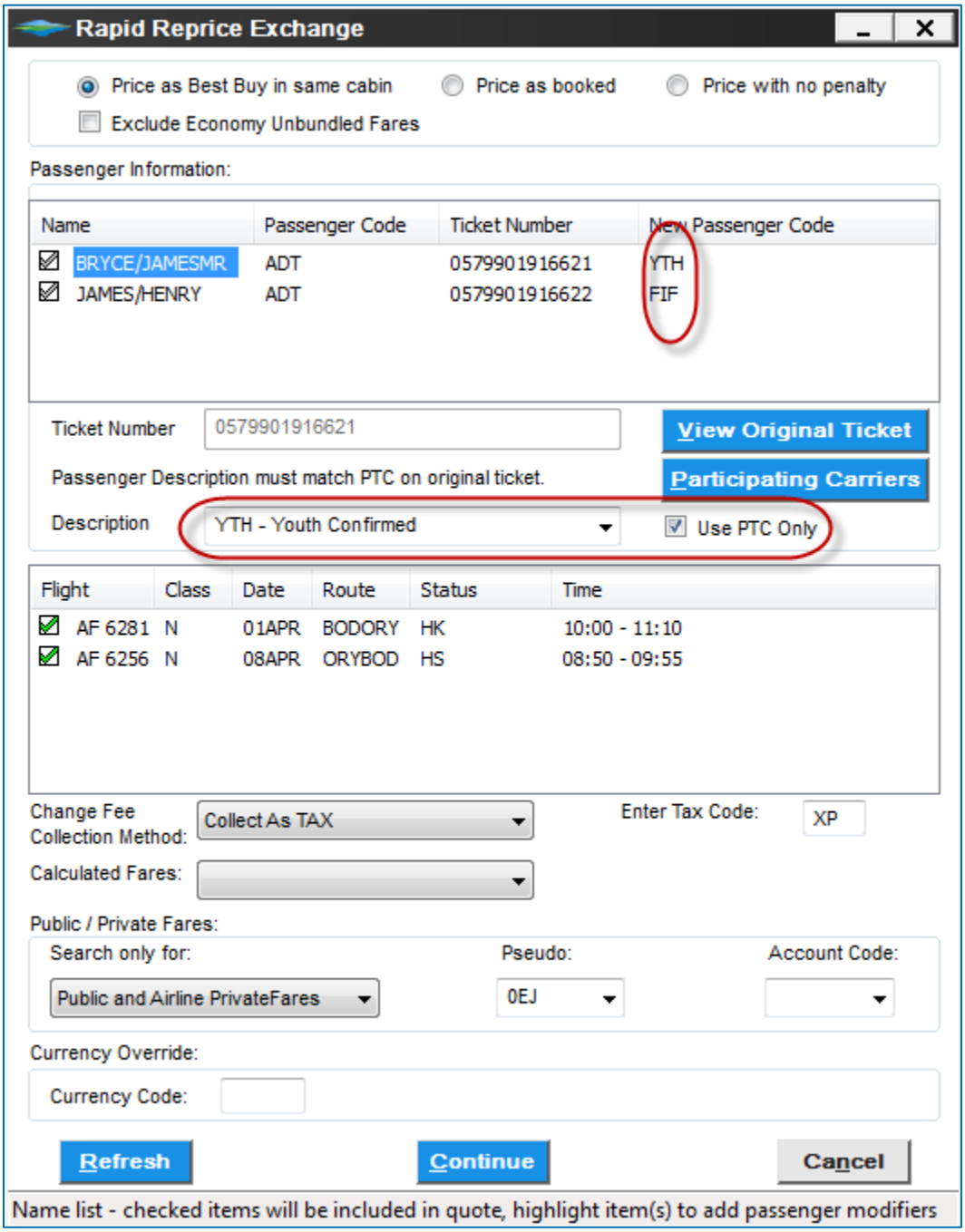


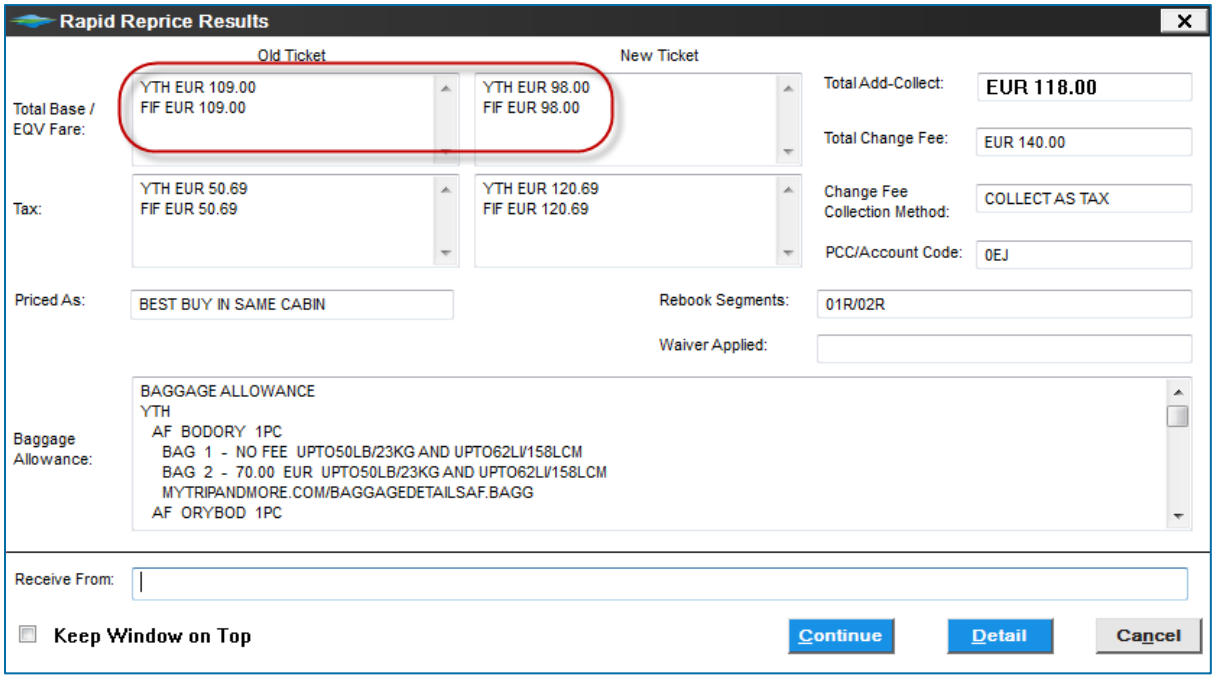
Rapid Reprice returns an adult fare for all passengers:

When we look at Detail we can see the breakdown and the Fare basis code.

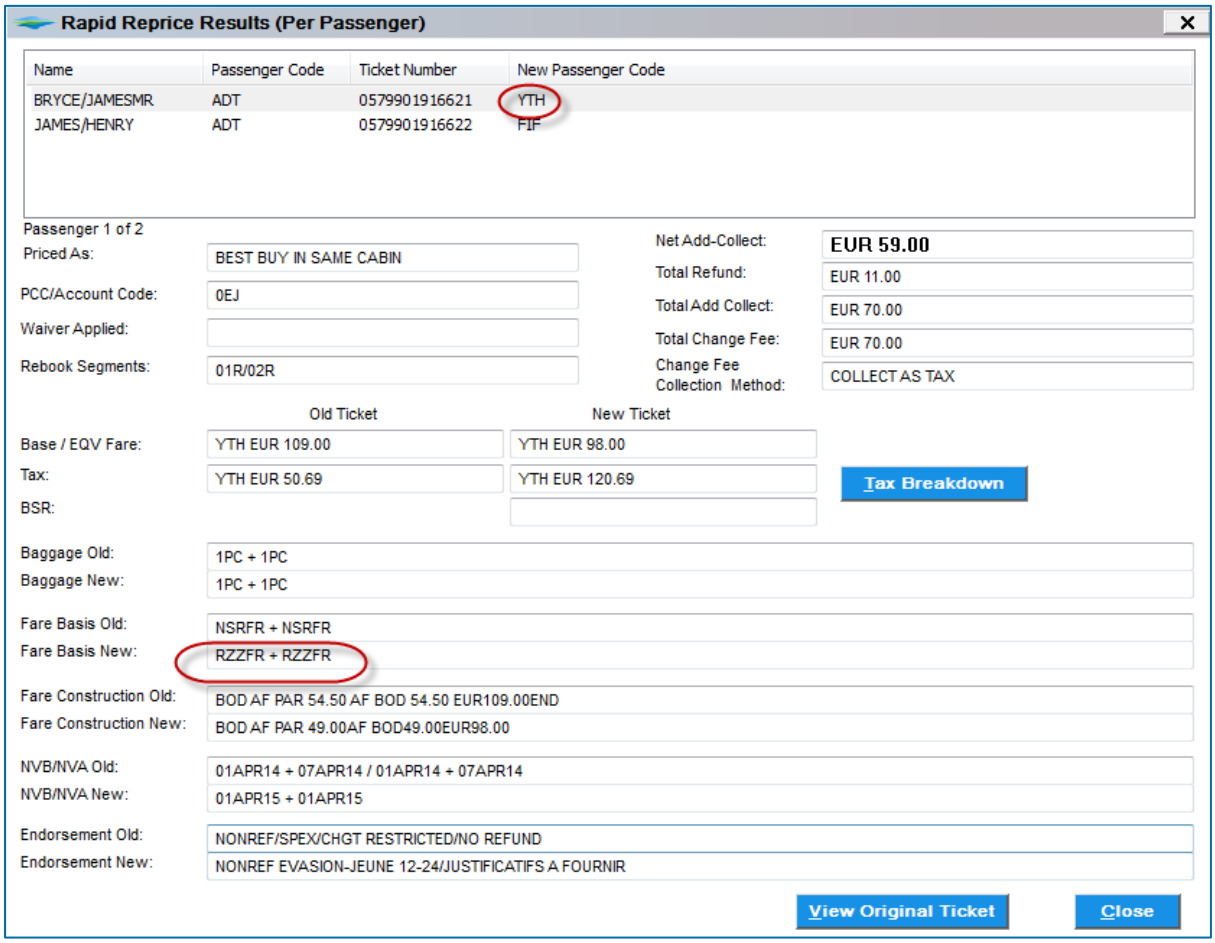


If we add a tick to the “include PTC” section, the system will look for PTC fare basis codes.





The details button displays the Fare basis code RZZFR which is the youth fare basis code.



Example 22: Exchange using “Exclude Unbundled Fares”

Economy Unbundled Fares are very restrictive fares that customers may not want to purchase. This option will provide users with the ability to exclude those fares in a Rapid Reprice exchange transaction.

To exclude these options, you can select the option “Exclude Unbundled Fares”.

This example will demonstrate the variation of fare results when you exclude and include unbundled fares.

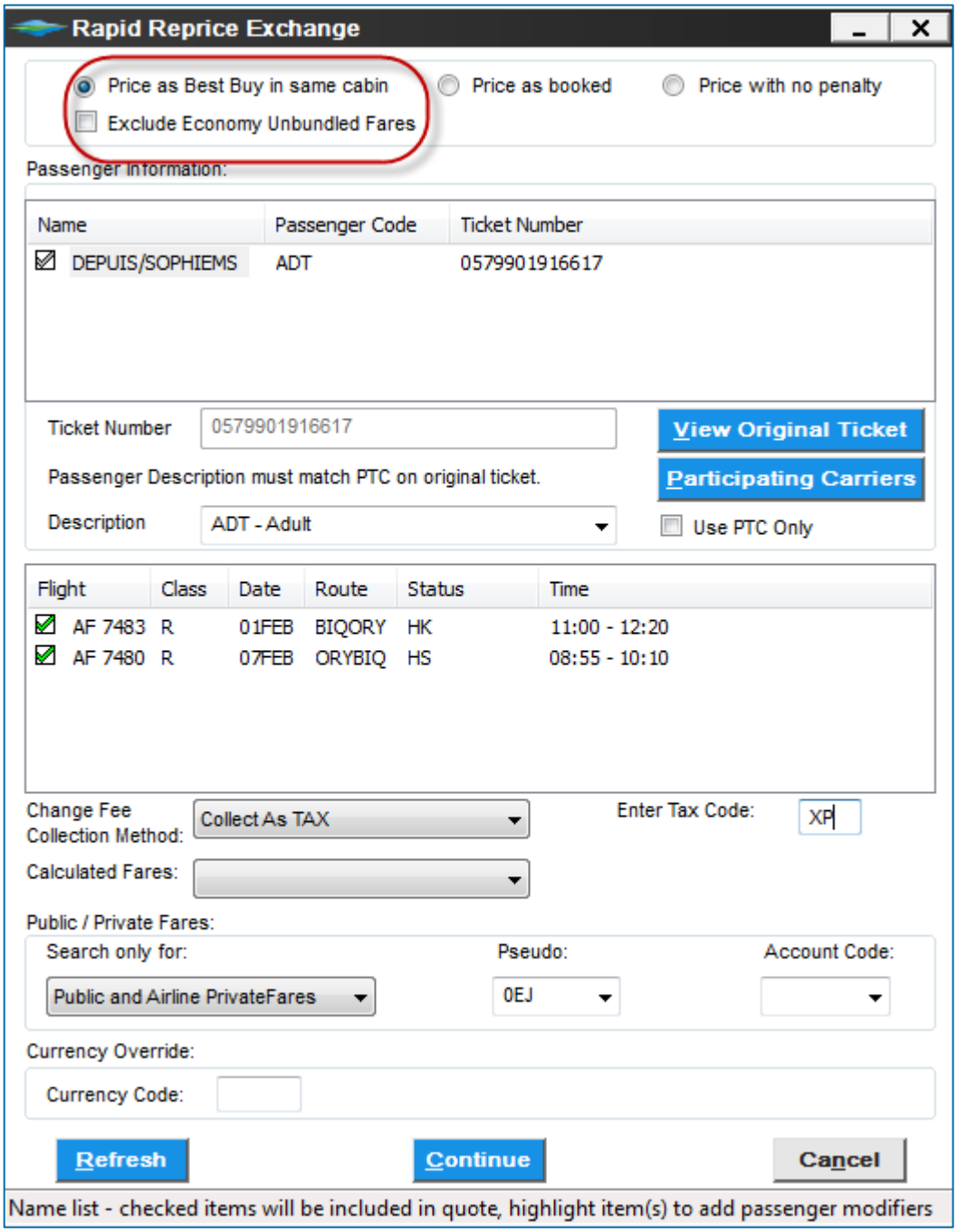
Original Itinerary:

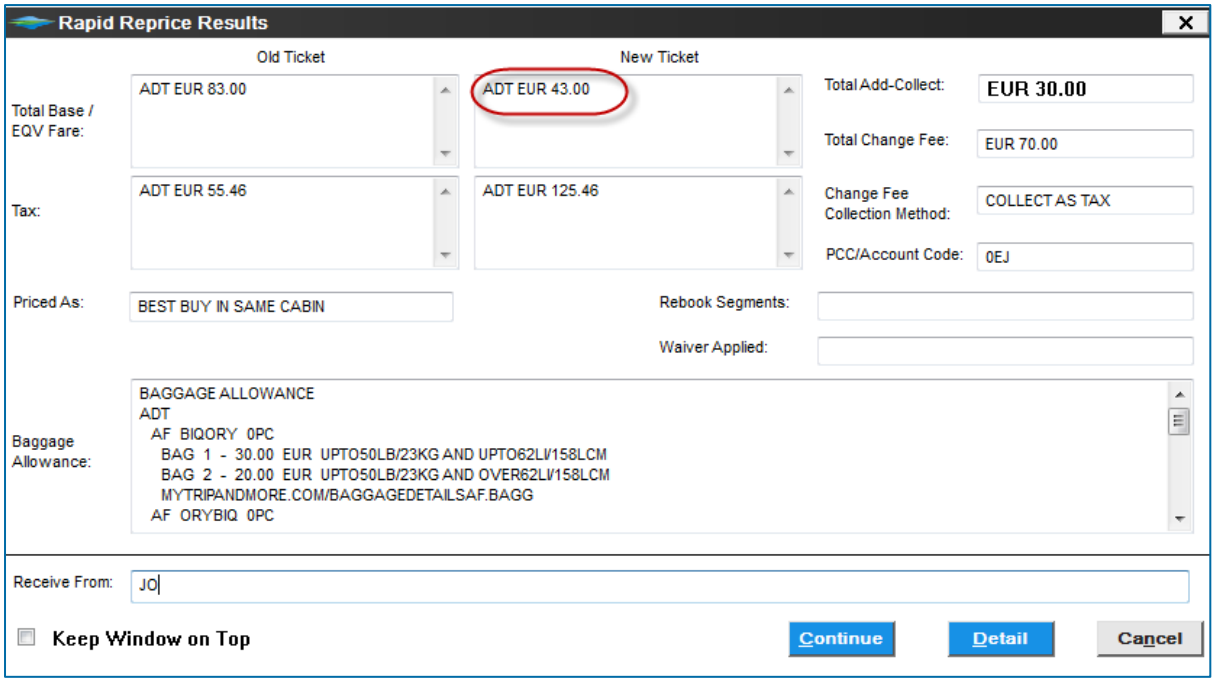
```
L71RSM/16 DUBNH  0091416 AG 99999992 05SEP
  1.1DEPUIS/SOPHIEMS
 1. AF 7483 R  01FEB BIQORY HK1  1100   1220  O*
SA
 2. AF 7480 R  05FEB ORYBIQ HK1  0855   1010  O*
WE
```

New Itinerary:

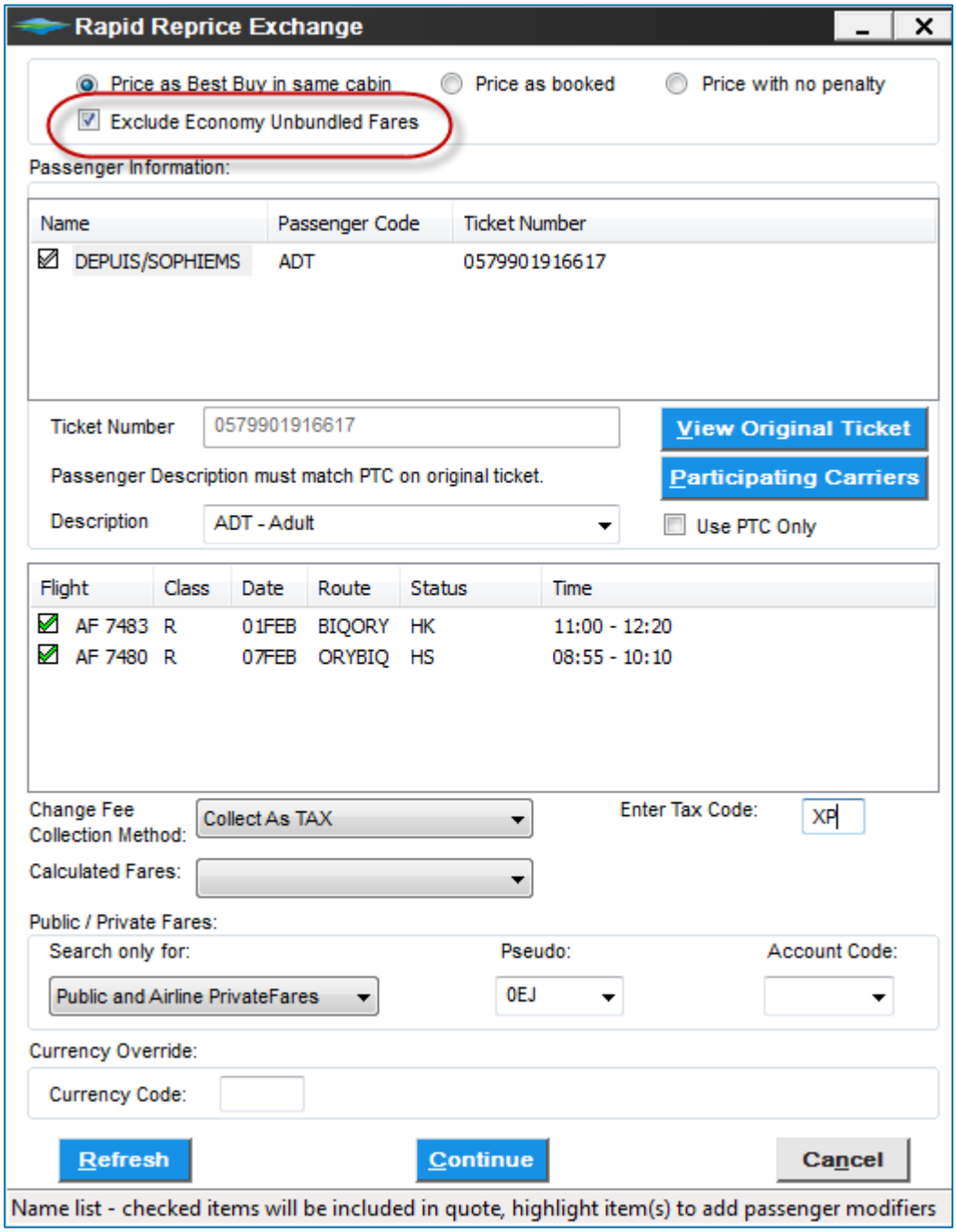
```
L71RSM/16 DUBNH  0091416 AG 99999992 05SEP
  1.1DEPUIS/SOPHIEMS
 1. AF 7483 R  01FEB BIQORY HK1  1100   1220  O*
SA
 2. AF 7480 R  07FEB ORYBIQ HS1  0855   1010  O
```

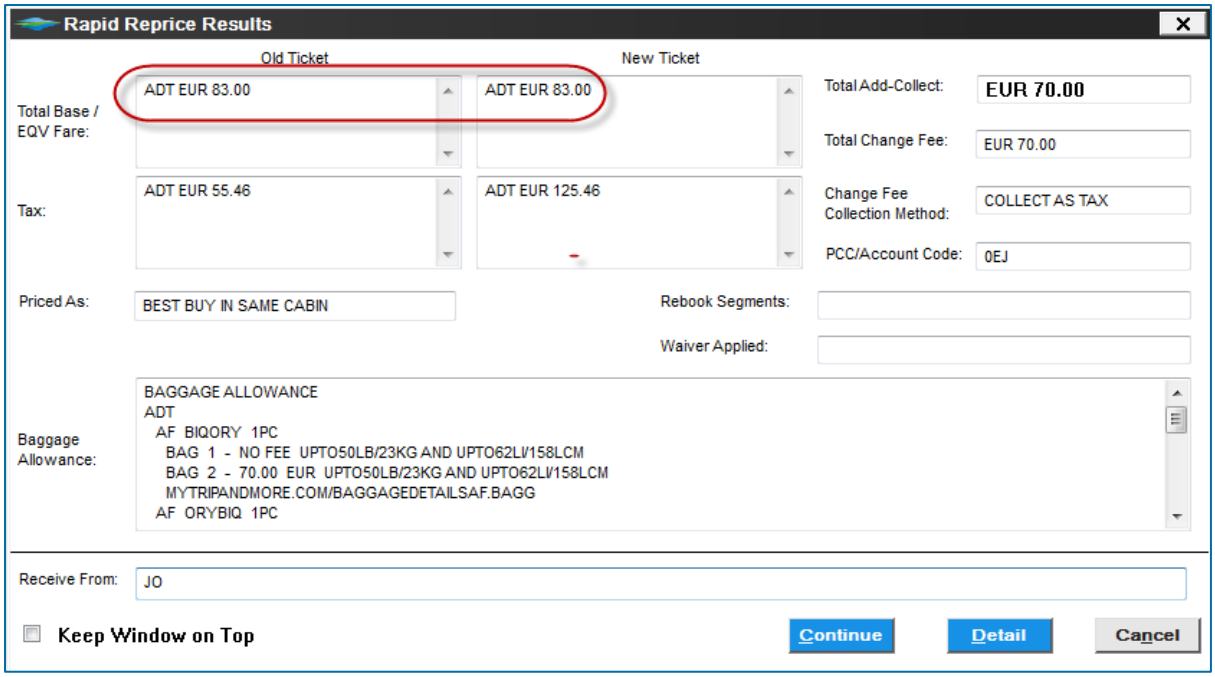
The first option is to leave the option unticked. The system will return the result based on the lowest are available in the cabin and include the unbundled fares.




Rapid Reprice Results
Old Ticket
New Ticket
Total Base / EQV Fare:
ADT EUR 83.00
ADT EUR 43.00
Tax:
ADT EUR 55.46
ADT EUR 125.46
Total Add-Collect:
EUR 30.00
Total Change Fee:
EUR 70.00
Change Fee Collection Method:
COLLECT AS TAX
PCC/Account Code:
0EJ
Priced As:
BEST BUY IN SAME CABIN
Rebook Segments:
Waiver Applied:
Baggage Allowance:
BAGGAGE ALLOWANCE
ADT
AF BIQORY 0PC
BAG 1 - 30.00 EUR UPTO50LB/23KG AND UPTO62LI/158LCM
BAG 2 - 20.00 EUR UPTO50LB/23KG AND OVER62LI/158LCM
MYTRIPANDMORE.COM/BAGGAGEDETAILSAF.BAGG
AF ORYBIQ 0PC
Receive From:
JO
Keep Window on Top
Continue
Detail
Cancel

When you tick the “Exclude Unbundled Fares” the system will check for the lowest fare but exclude any unbundled fares.





The unbundled fare may be lower; however the customer may not want this restrictive fare. It cannot be used with the “Price with no Penalty” option.

When this radio button is used, the “Exclude Economy Unbundled Fares” tick box will be greyed out.

Document Itinerary Remarks

Remarks are added to the PNR after completing Rapid Reprice. This is to document any Changes or Refunds:

***DI**

```
1-*DI
>
DOCI-FREE TEXT-INF GBP39.15 REFUND AMOUNT
  2. FREE TEXT-ADT GBP41.00 CHANGE FEE
  3. FREE TEXT-CNN GBP41.00 CHANGE FEE
  4. FREE TEXT-MIL GBP41.00 CHANGE FEE
  5. FREE TEXT-INF GBP216.15 REFUND AMOUNT
```

Historical Notepads

Rapid Reprice will generate and store a Historical Notepad for each transaction that is taken beyond the Results screen (the Historical Notepad is created and stored after clicking Continue). The Historical Notepad for a Rapid Reprice transaction appears only in the Booking File history and is "locked". It cannot be changed or deleted.

The entry to display the Historical Notepad for a Rapid Reprice transaction is ***HNP**

See the example of a Historical Notepad. A description of each field is provided further below.

```
*HNP
***** NOTEPAD HISTORY 75H796 *****
XNP HR **********...** RAPID REPRICE RESULTS **.....ME6IB6R
7213FEB1224Z
XNP HR **********(1)ACGBP NOADC..(2)CFGBP 42.00..(3)ADT..(4)BB..(5)PRT:F.....
7213FEB1224Z
XNP HR **********(6)FCI:9..(7)FTC:SR..(8)REBOOK01N/02Q..(9)PCCE9G.....
7213FEB1224Z
XNP HR **********(10)EUR188.00..(11)EQGBP156.00..(12)ROE.731857.....
7213FEB1224Z
XNP HR **********(13)FB/NHV1HO QHV1HO..(14)BG/1PC 1PC.....
7213FEB31224Z
XNP HR **********(15)NVB/NVA/10JUL14 20JUL14 / 10JUL14.....
72313FEB21224Z
XNP HR **********20JUL14..(16)NT1.70EX6.20HB13.30IT.70MJ2.10VT ...
72313FEB21224Z
XNP HR **********(17)FCROM BA LON 150.30BA ROM106.57NUC256.87END..
72313FEB21224Z
XNP HR **********ROE.731857..(18)EBNON-REFUNDABLE/164.46BGBP.....
72313FEB21224Z
XNP HR **********(19)TKT1259901981154..(20)BSR0.830633.....
72313FEB21224Z
XNP HR **********(21)PT13.00GB31.15UB46.60YQ .....
72213FEBB1224Z
XNP HR **********(22)BA571Y 10JUL FCOLHR 0655 0840.....
72113FEB11224Z
XNP HR **********BA552Y 20JUL LHRFCO 0700 1030.....
```

72113FEB11224Z

XNP HR **********(23)BAGGAGE ALLOWANCE..ADT.. BA FCOLHR 1PC...

7213FEB31224Z

XNP HR **********BAG 1 - NO FEE UPTO50LB/23KG AND.....

7213FEB31224Z

XNP HR **********UPTO81LI/208LCM .. BAG 2 - 50.00 EUR.

7213FEB31224Z

XNP HR **********UPTO50LB/23KG AND UPTO81LI/208LCM .....

72213FEB41224Z

XNP HR **********MYTRIPANDMORE.COM/BAGGAGEDETAILSBA.BAGG.....

72213FEB41224Z

XNP HR **********BA LHRFCO 1PC.. BAG 1 - NO FEE.....

7213FEB1224Z

XNP HR **********UPTO50LB/23KG AND UPTO81LI/208LCM .. BAG.

7213FEBZ1224Z

XNP HR **********2 - 40.00 GBP UPTO50LB/23KG AND.....

7213FEBZ1224Z

XNP HR **********UPTO81LI/208LCM .....

72E13FEB41224Z

XNP HR **********MYTRIPANDMORE.COM/BAGGAGEDETAILSBA.BAGG.....

72E13FEB41224Z

XNP HR **********CARRY ON ALLOWANCE.. BA FCOLHR 1PC.....

7213FEB31224Z

XNP HR **********BAG 1 - NO FEE UPTO40LI/101LCM.. BA....

7213FEBE1224Z

XNP HR **********LHRFCO 1PC.. BAG 1 - NO FEE.....

7213FEBE1224Z

XNP HR **********UPTO40LI/101LCM....EMBARGO - FOR BAGGAGE.....

72213FEB41224Z

XNP HR **********LIMITATIONS SEE.. BA FCOLHR.....

7213FEBF1224Z

XNP HR **********MYTRIPANDMORE.COM/BAGGAGEDETAILSBA.BAGG.....

72F13FEB21224Z

XNP HR **********BA LHRFCO.....

72213FEBB1224Z

XNP HR **********MYTRIPANDMORE.COM/BAGGAGEDETAILSBA.BAGG.....

72113FEB11224Z

XNP HR **********BAGGAGE DISCOUNTS MAY APPLY BASED ON.....

72113FEB11224Z

XNP HR **********FREQUENT FLYER STATUS/ ONLINE CHECKIN/FORM...

72113FEB11224Z

XNP HR **********OF PAYMENT/MILITARY/ETC.....

72113FEB11224Z

RCVD-ANDREASD?AMICO/C856726

CRDT- XDB/ E9G/1G AG 72 1224Z/13FEB

1. AC or RF - Nett Additional collection or Nett Refund due (includes the currency code and Amount). A nett result means the final financial impact to the customer.
2. CF - Change fee (includes the currency code and amount)
3. PTC (Passenger type code)
4. BB, FQ etc. - Pricing method
5. PRT - Pricing Tag
6. FCI - Fare Calculation Indicator
7. FTC - Fare Type Code
8. REBOOK - Rebooking information
9. PCC - Pseudo City Code
10. New Base Fare (currency code and amount)
11. EQ - New Base Fare Equivalent Amount (when applicable)
12. ROE - IATA Rate Of Exchange
13. FB - New Fare Basis Code(s)
14. BG - New Free Baggage Allowance
15. NVB/NVA - Not Valid Before / Not Valid After dates
16. NT - New taxes (when applicable)
17. FC - New Fare Calculation linear
18. EB - New Endorsement
19. TKT - Original Ticket number
20. BSR - New BSR
21. PT - Paid Taxes
22. New flight segments
23. Full Baggage Allowance

Private Fares will also have an additional field on the Notepad (SI - Securate Indicator), when applicable.

Automated XML Logging

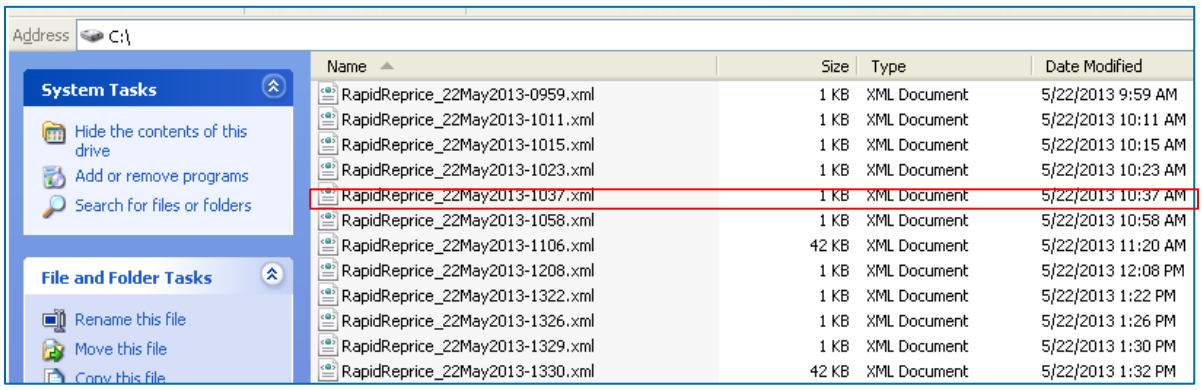
Every time Rapid Reprice is run, an XML log will be created for that transaction and stored on the user's computer.

Each XML log will have the following naming convention:
RapidReprice_DDMMMYYY-HHMM.xml

For example, if you run Rapid Reprice at 10:58AM on the 22nd of May 2013, the log for this transaction will be on the C:\ drive with the following name:
RapidReprice_22May2013-1058.xml

The log can be viewed simply by opening it using IE or any other default browser.

If the log needs to be attached in an email, the user can select the corresponding log from the C:\ drive:



A user installing 1G Rapid Reprice for the first time will find all the XML logs automatically filed in a folder located in their C:\ drive named "Rapid Reprice". This default location is specified in the RapidReprice.ini file ("Logfile="C:\RapidReprice\RapidReprice.xml").

Note: If the user does not have enough permission to have changes made to the C:\ drive, the folder will not be created and no XML logs will be stored. The user should check with their local IT admin.

A user has the option to change the pre-defined setting in the RapidReprice.ini file. The RapidReprice.ini file can be located either in c:\fp\datadir\wstn or c:\fp\datadir\[username] folders.

To change the default location of the logs, please refer to ASK 46489.

We strongly advise to regularly delete the logs manually as they will quickly build up.

System Requirements

System Requirements:

- Minimal: Intel Celeron 2GHz or equivalent 512MB RAM
- Recommended: Intel Core 2 Duo 2GHz or equivalent1GB RAM

Network Access:

- Travelport URL: https://websvc.worldspan.com/RapidReprice
- Port: 443

Operating systems:

- Win XP, Win 7 & Win 2003 server

Dependencies:

- Galileo Desktop 2.x must be installed